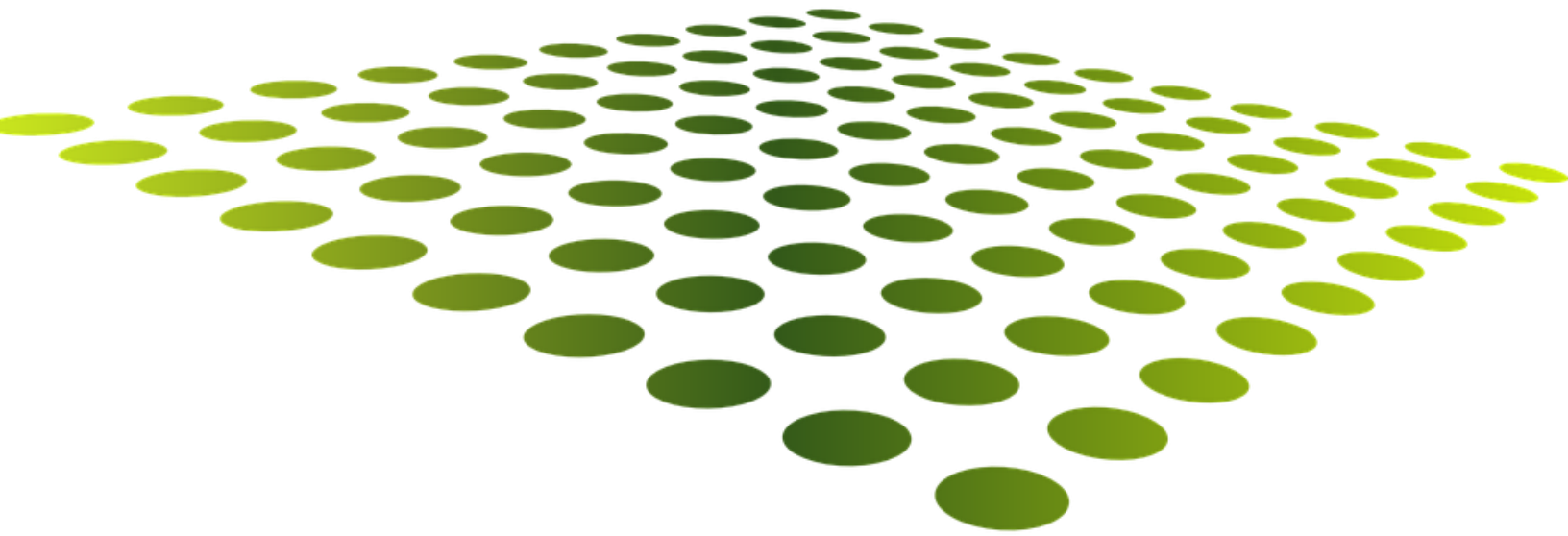
ADOA – General Accounting Office

AFIS MANUAL: AR-CASH RECEIPTS



AR-Cash Receipts

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AR-CASH RECEIPTS

Purpose

The Cash Receipts class is a four-hour course designed for users who process Cash Receipts in AFIS. The course focuses on activities required to understanding how to process Cash Receipts with AFIS.

Assessment

To demonstrate proficiency and mastery of this subject, participant must score at least 80% on an assessment. The assessment will consist of individual exercises asking you to successfully create, modify, and cancel a Cash Receipt

Course Objectives

As a result of this class you will be able to create Cash Receipts in AFIS based on the following scenarios.

- Create a Cash Receipt without a Receivable (RE) Reference
- Research the Cash Receipt Impact on Customer Accounts
- Process a Partial Payment Cash Receipt using Copy Forward to Reference a RE
- Create a Cash Receipt for a Vendor Refund
- Create an ACH Credit Cash Receipt using Auto Apply
- Modify a Cash Receipt
- Discard a Draft Cash Receipt Document
- Cancel a Cash Receipt
- Look up Cash Receipt information in AFIS
- View Cash Receipt reports in infoAdvantage

Overview of Accounts Receivable Cash Receipts

The Cash Receipt process begins when the agency receives payment from the customer. Sometimes payment is sent without an invoice. Sometimes the payment is in response to a bill or invoice, which is generated by creating a Receivable document in AFIS. You can record the payment either as a “stand alone” payment, or as payment for the invoice.

The agency records the receipt of payment using a Cash Receipt (CR) document. There are several types of Cash Receipt documents: as these documents generally behave in the same way, the techniques you learn for one can apply to others. Throughout this guide, you will see the term “CR-based document” to indicate any one of the Cash Receipt documents.

Payment types include:

- Cash
- EFT
- Credit Card
- Wire Transfer
- Debit Card
- Money Order
- Cashier's Check

Cash Receipt Event Types

Event Types are used to tell AFIS what function it should process. For example, Event Type AR02, tells AFIS to collect earned revenue.

The table below lists the permitted Event Types for the different types of Cash Receipt document codes.

Document Code	Document Name	Event Type	Function
CR CRTRI	Cash Receipt CR TRIRIGA	AR02*	Collect Earned Revenue
		AR11	Collect Unearned Revenue
		AR13	Collect Pre Payment
		AR32	Collect Vendor Refund
		AR40	Collect Unreserved Overpayment
		AR41	Collect Reserved Overpayment
		AR51	Collect to Asset Account
		AR53	Collect to Liability Account
		AR54	Bill to Equity Account
		AR56	Collect Return of Grant Advance
		ARC1	NSF Re-deposit (revenue source not allowed)
		ARC2	NSF Re-deposit (revenue source required)
		ARC5	Collect to Agency Fund Deposits
		ARC6	Collect to Due to Others
		ARZ1	Collect to Escrow Account
		TR21*	Collect Return of Unused Travel Advance
CACR	Cost Accounting CR	ARC4*	Collect Earned Revenue – Cost Reimbursement
		AR02	Collected Earned Revenue
		AR11	Collected Unearned Revenue
CRWP	CR Web Portal	AR02*	Collect Earned Revenue

**Denotes default Event Type for CR Documents*

Chart of Accounts Codes (COA)

The COA is a group of codes, called elements, that is entered on all financial transactions. The elements essentially tell AFIS what account or bucket of money funds are going to or coming from. The COA elements used in a CR document are listed below. Not every account has every element. Your agency will decide which elements to use and how to code them. Work with your agency to learn what COA you should be using.

COA Element	Notes
Fund	Required
Sub Fund	Optional
BSA	Conditionally Required with Event Type posting to an asset or liability account
Object	Conditionally Required depending on Event Type
Department Object	Optional field which may be required by Departments
Revenue Source	Conditionally Required depending on Event Type
Department Revenue Source	Optional field which may be required by Departments
Department	Required
Unit	Required
Appropriation Unit	Required

Cash Receipt Without a Reference Document

A Cash Receipt can be created in AFIS to record a **stand-alone** payment that does not refer to a bill or invoice. An example would be for cash-over-the-counter. This lesson examines the process of creating Cash Receipts that do not reference a Receivable.

Cash Receipt (CR) Document Components

Documents in AFIS are made up of various components (sometimes referred to as "sections"). CR-based documents contain 4 (four) components.

The components of a Cash Receipt are:

- **Header** – Stores values that apply to the entire document
- **Vendor** – Stores customer account information (customer code, billing address, billing profile, etc.) and payment type
- **Accounting** – Used to record Chart of Accounts elements that indicate where the incoming cash receipt should be created.
- **Posting Line** – Represents the postings, credit and debits, for each accounting line.

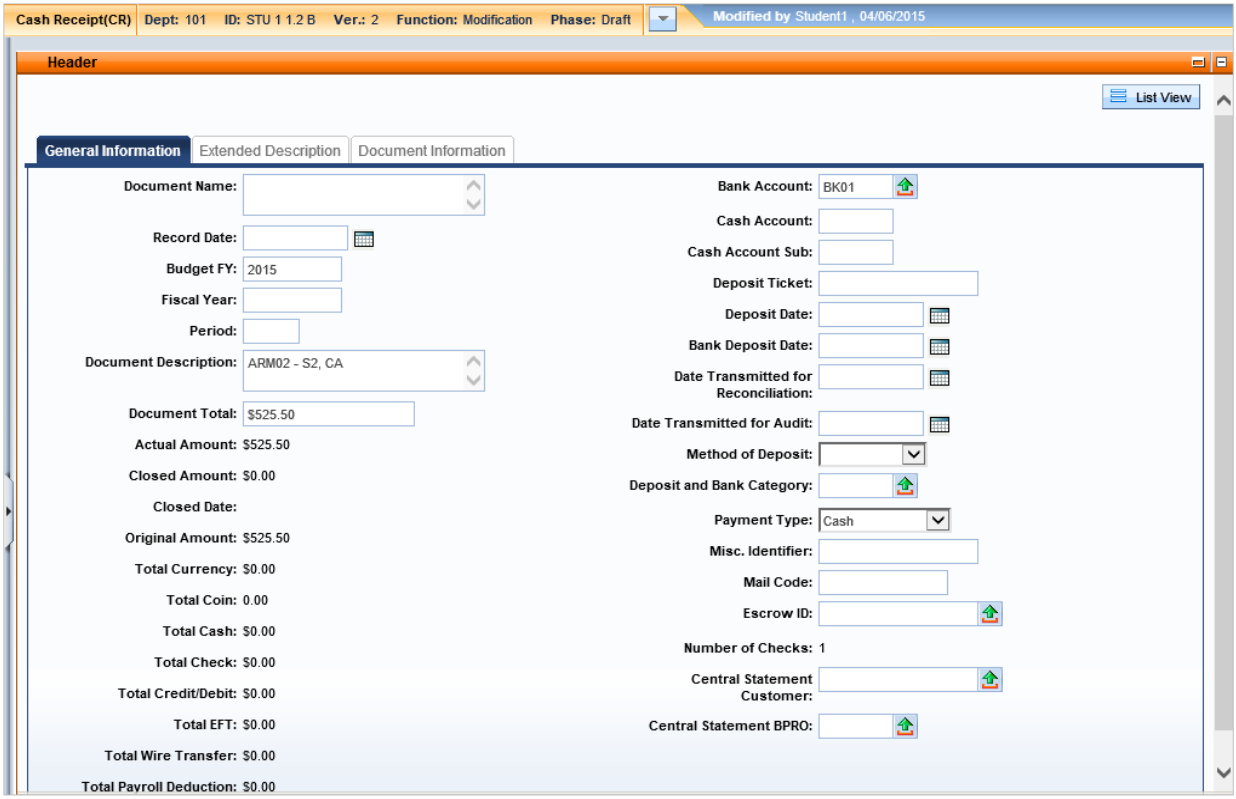
Group Activity 1: View the Components of a Cash Receipt

Let's explore the different components of a Cash Receipt (CR).

1. In the **Jump To** field, enter **CR**
2. In the **Dept**. field, enter the data from ***your student data card***
3. Click **Browse**
4. Click the **Link** for any document in the list

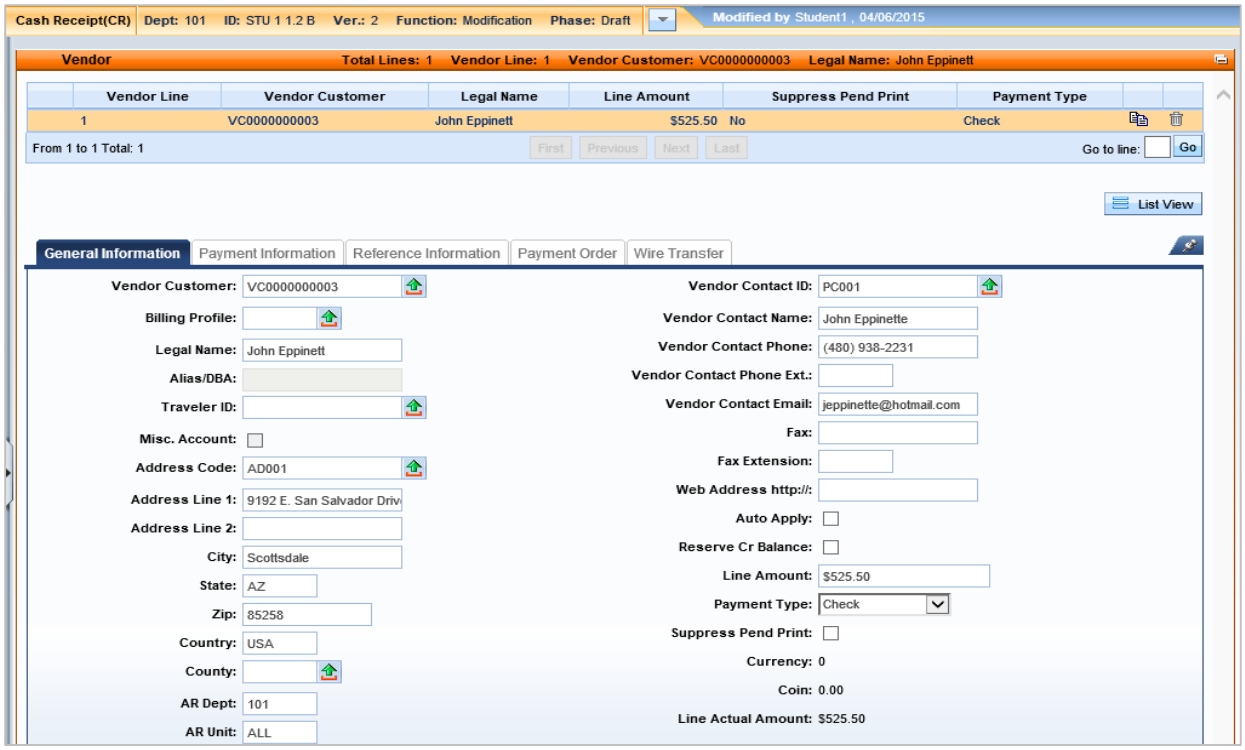
Cash Receipt Header Component

The Header component stores values that apply to all components of the CR-based document. The General Information tab contains descriptive fields and date information common to most document headers. It also shows the total amount by payment type on the document, as well as, fields which capture bank and payment information.



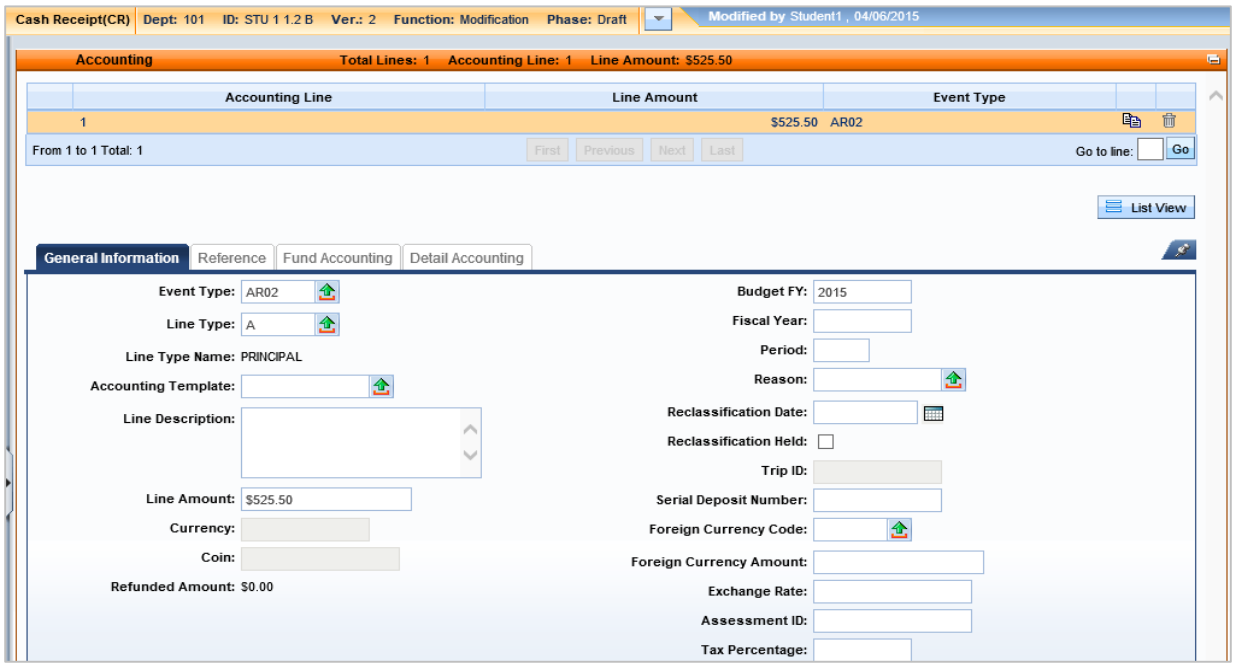
Cash Receipt Vendor Component

The Vendor component is used to record the source of the payment, typically from an external customer. Each CR-based document requires one Vendor Line, although more than one Vendor Line is permitted. This is the preferred place to select the Payment Type (Cash, Check, Wire transfer, etc.). Although the Payment Type can be entered here and on the Header component, the value entered on the Vendor Line will override the value entered on the Header. If you need to select more than one Payment Type, you must insert multiple Vendor Lines. You are required to enter one Vendor Line for each payment type per the Treasurer's Office.



Cash Receipt Accounting Component

The Accounting component records the Chart of Accounts information that tells AFIS where to deposit the payment. This information is used when posting the CR-based document to the accounting journal and performing updates to the budgets. Accounting information is associated with whichever Vendor is selected in the Vendor section. When a CR-based document has multiple Vendor Lines, you must enter the accounting information for each vendor individually, by first selecting the Vendor Line in the Vendor section and then navigate to the Accounting component to enter the Accounting information.



Create a Cash Receipt Without a Receivable Reference Document

A stand-alone CR-based document does not need to reference any document. It may be used to record the receipt of over-the-counter payment for goods and services that were not invoiced. That is, there is no Receivable document to reference to for the payment.

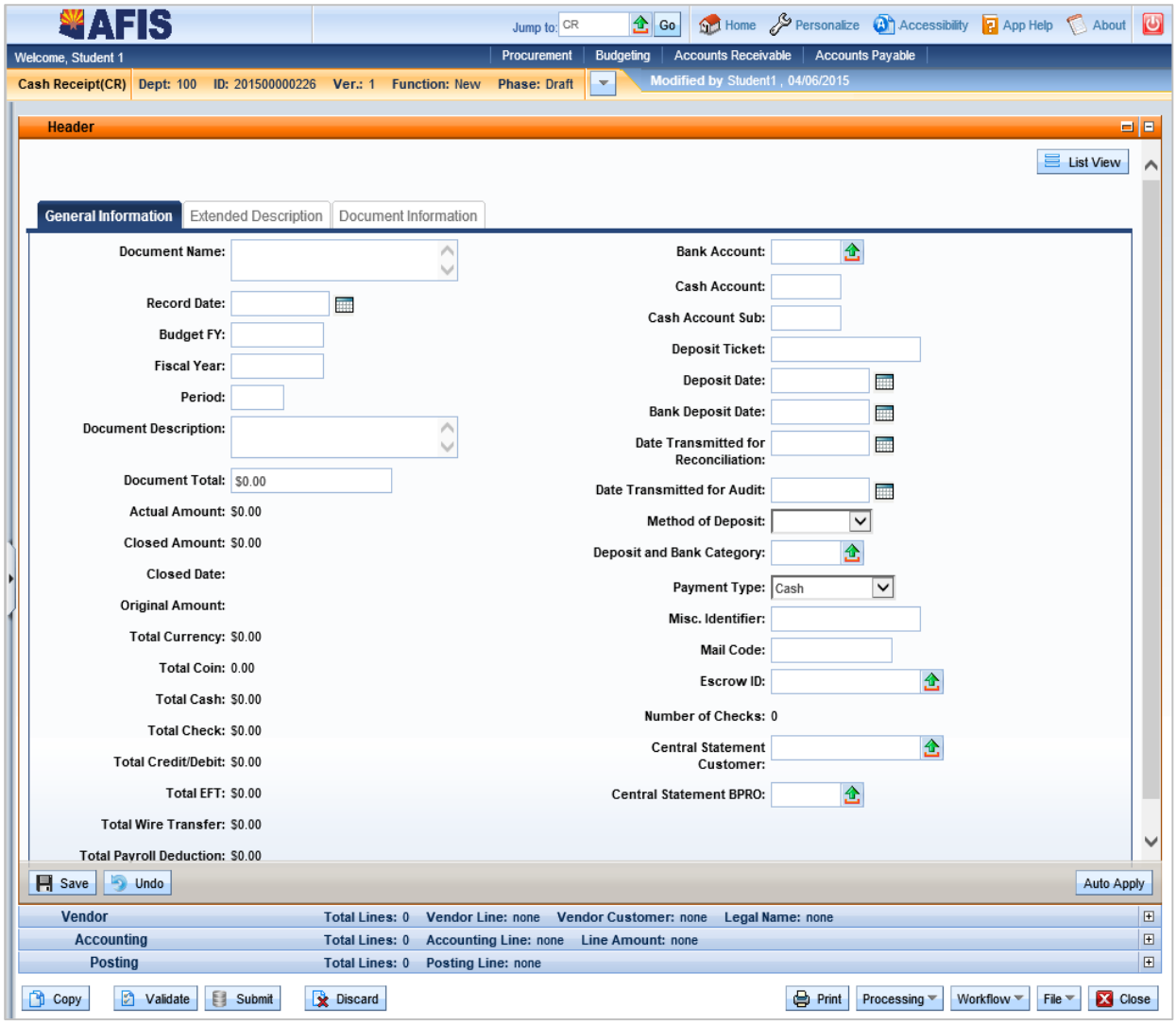
Create a Cash Receipt without a Receivable (RE) Reference)

Scenario

Your agency has received cash over-the-counter in the amount of $175 from customer John Eppinett for goods provided. John was not billed and is paying "over the counter". He gives $174 in bills and $1 in change. Since the customer was not billed, record the payment as a CR without reference to an RE document in AFIS.

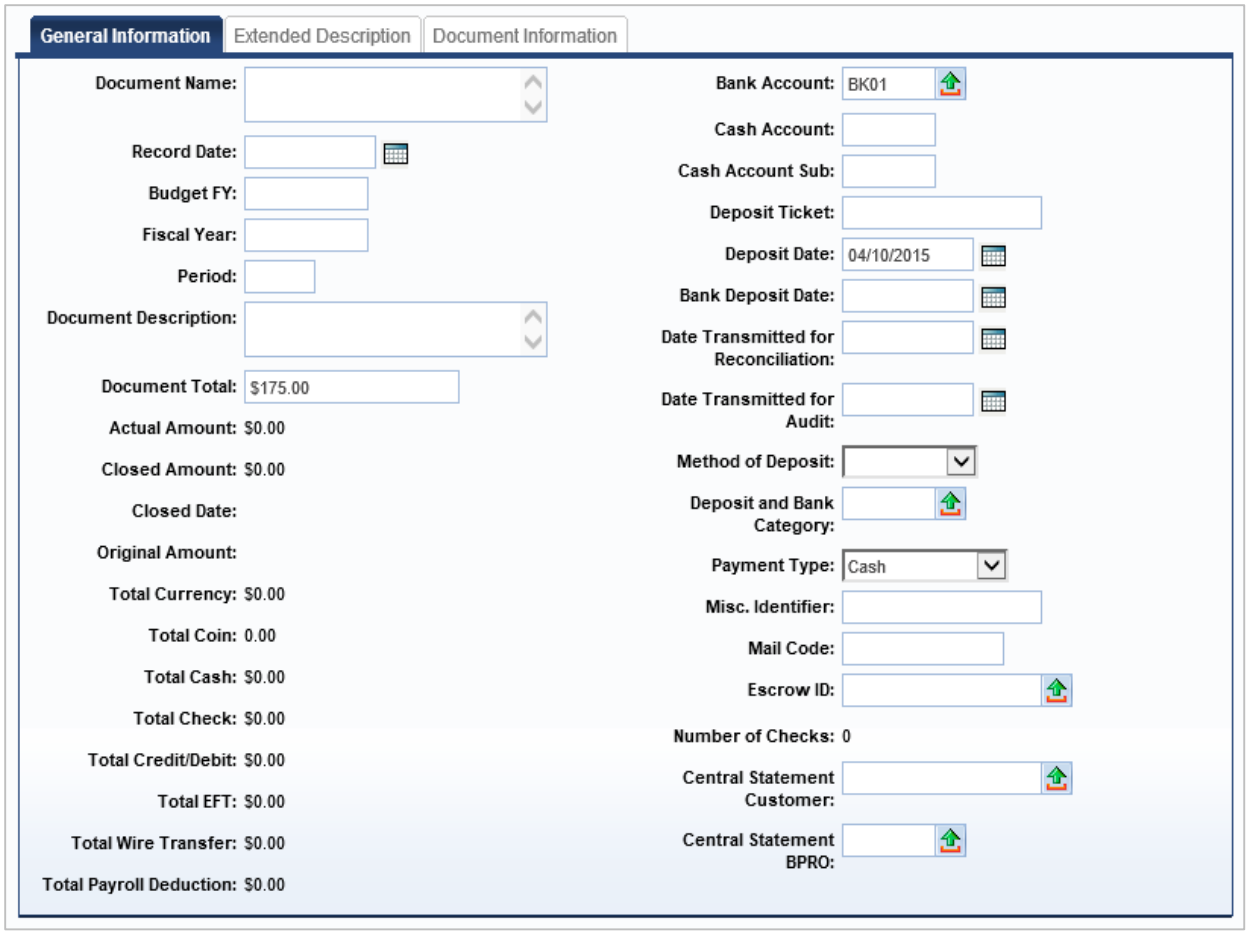
Login to **AFIS** Home Page. Create a **CR** Document.

1. In the **Jump To** field, enter ***CR***
2. In the **Dept.** field, enter the data from ***your student data card***
3. Click **Create**
4. Check **Auto Numbering** checkbox
5. Click **Create**. When the document is created, a new Document ID is generated. The document shown as Version: 1, Function: New, Phase: Draft

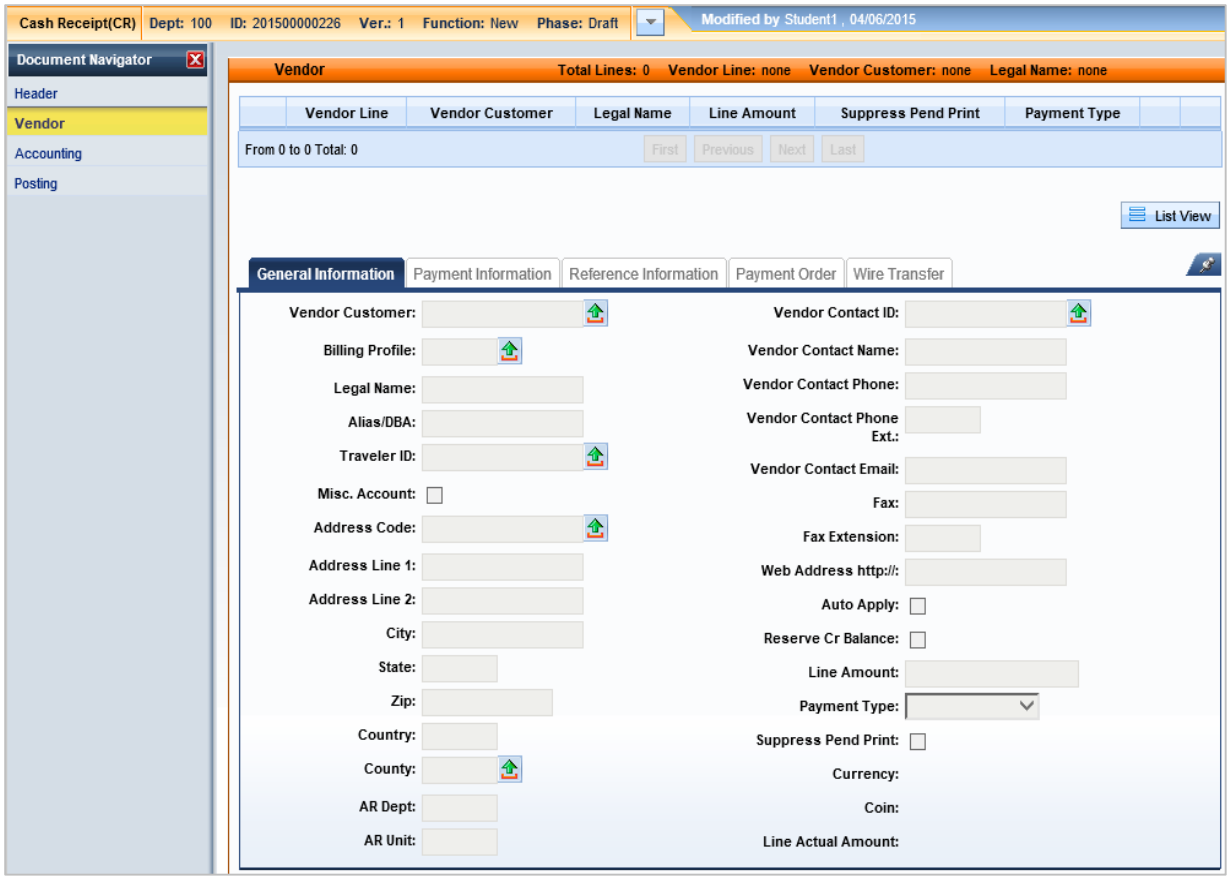


Complete the **General Information** tab of the Header section

1. Enter a **Document Name** (Type Training Example)
2. On the General Information tab of the Header, in the **Document Description** field, enter ***Training Course Cash Receipt***
3. In the **Document Total** field, enter ***175.00***
4. In the **Bank Account** field, enter ***BK01***
5. In the **Deposit Date** field, enter ***06/01/2015***

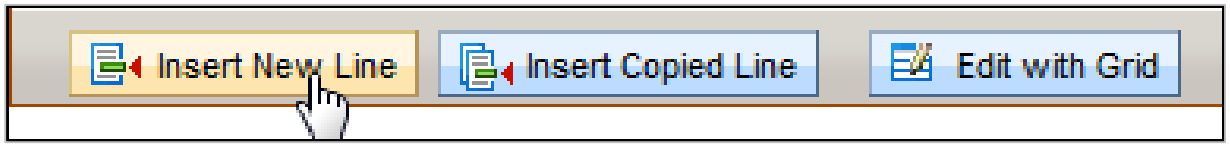


If needed, **click** on the Extended Description tab, and in the **Extended Description** (not a required field, depends on agency), enter ***Bank Deposit Person***. The extended description field holds 1500 characters and allows you to record any additional information. For example, if you can't fit the description in the general information tab you may use the Extended Description as an overflow box.

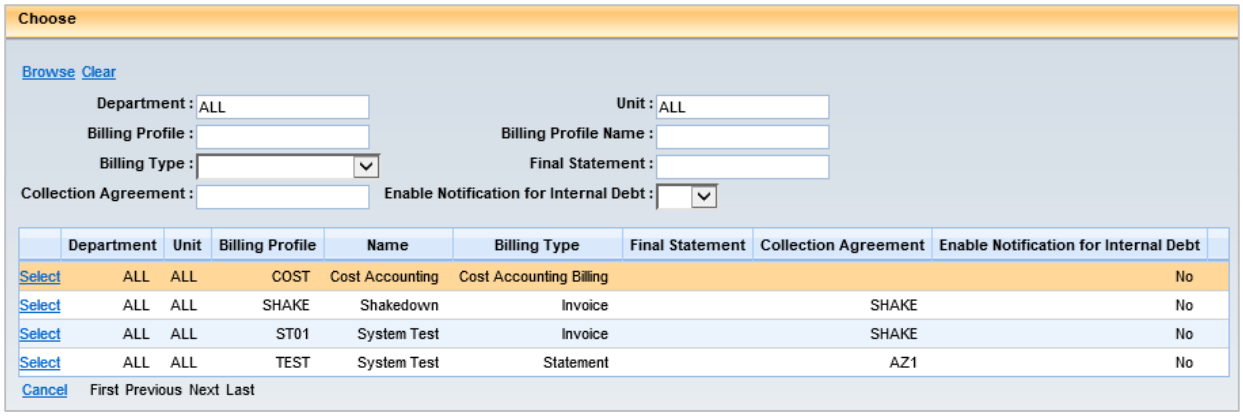


Complete the **General Information** tab on the **Vendor** section

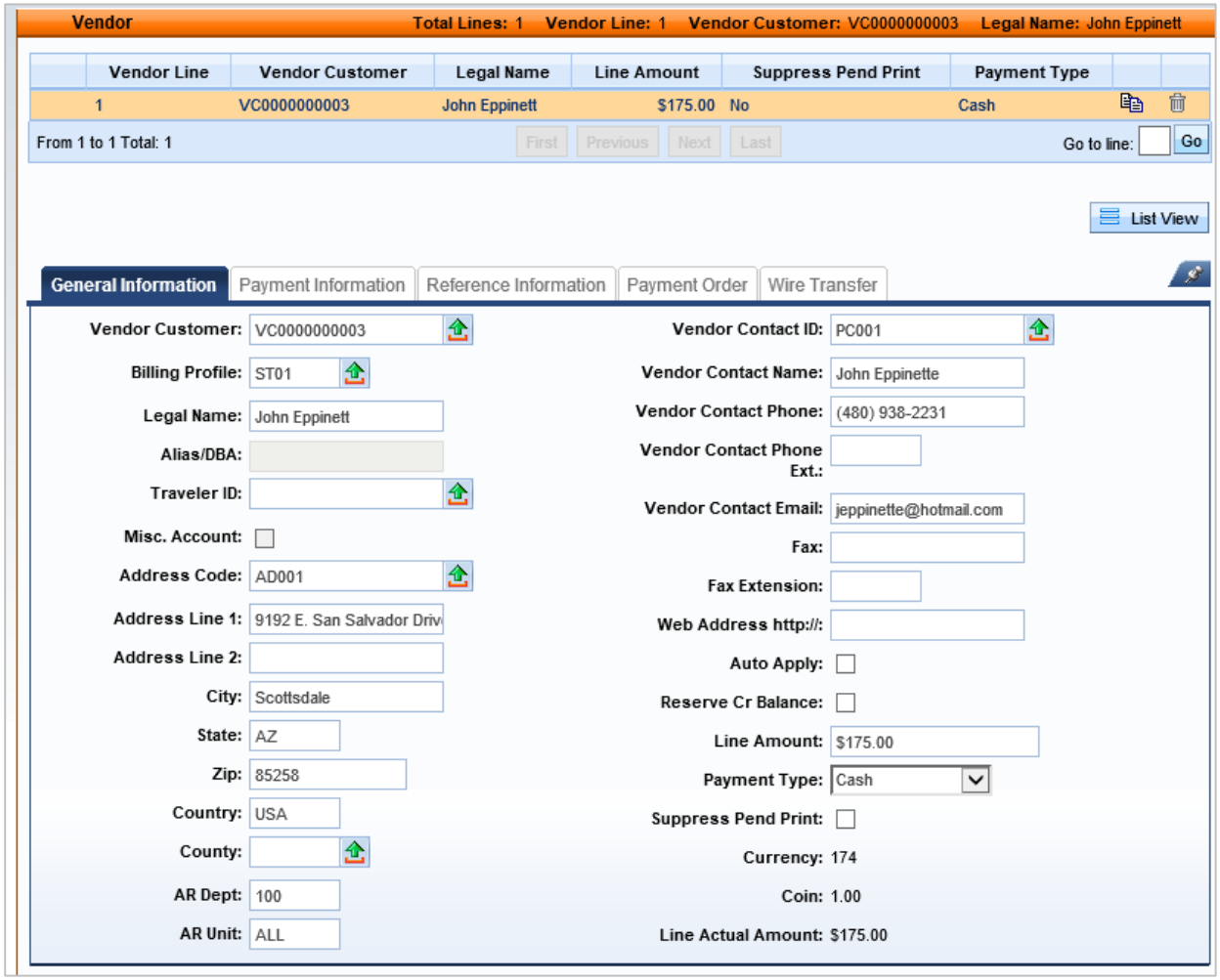
1. On the Document Navigator Panel, click the **Vendor** section
2. Click **Insert New Line** at the bottom of the section



3. On the **General Information** tab, select the **Vendor Customer** picklist
4. In the **Vendor/Customer** field on the picklist, enter ***VC*003*** to search for the person who gave us money
5. Select the **Browse** link; click the **Select** link for Customer **VC0000000003,** John Eppinett. To select John as the person giving us money
6. Select the **Billing Profile** picklist to search for the billing profile that John uses so that you don't have to fill in the information manually
7. Click **Browse**

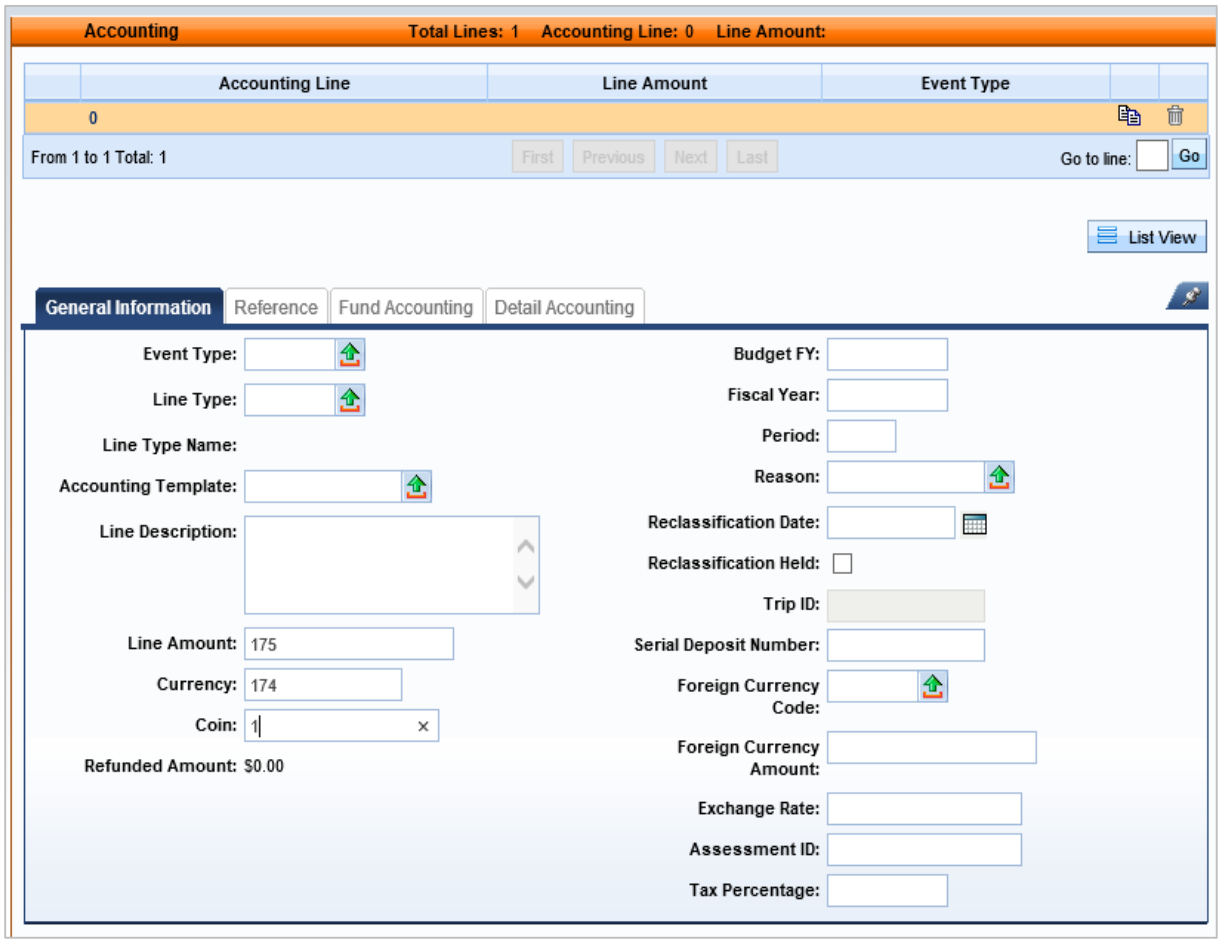


1. Click **Select** link that corresponds with Billing Profile **ST01,** which is John's billing profile
2. In the **Line Amount** field, enter ***175***; this is the total of the cash received
3. In the **Payment Type** field, select **Cash**
4. Click **Save**



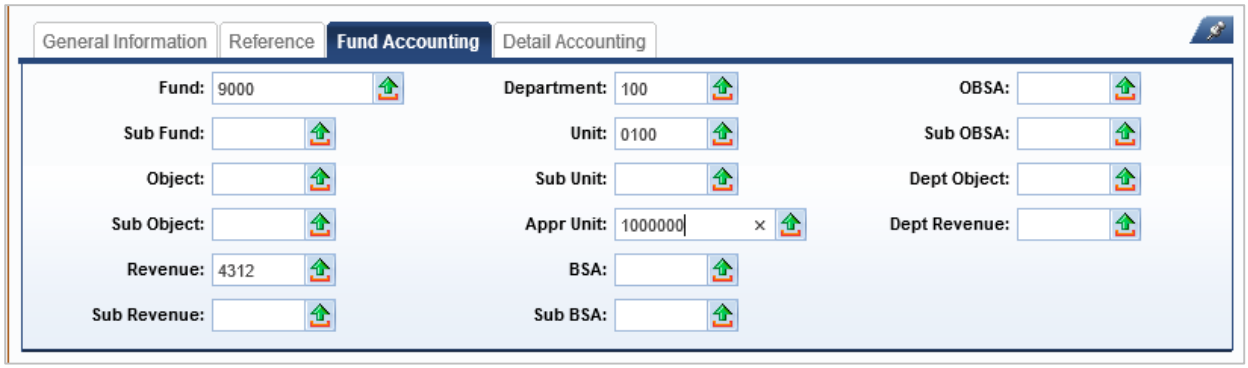
Complete the **General Information** tab on the **Accounting** section.

1. On the Document Navigator Panel, click the **Accounting** section
2. Click **Insert New Line** at the bottom of the section
3. On the **General Information** tab, in the **Line Amount** field, enter ***175***
4. In the **Currency** field enter **174**, to indicate that we were given $174 dollars in bills
5. In the **Coin** field enter **1**, to indicate that we were given $1 in change



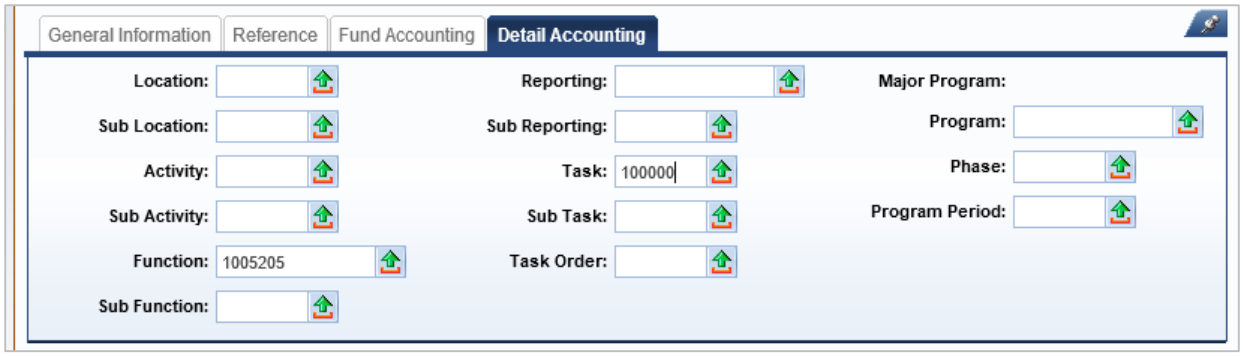
Complete the **Fund Accounting** tab on the **Accounting** section to identify the account the money should be deposited in.

1. Click **Fund Accounting**
2. In the **Fund** field, enter the data from ***your student data card***
3. In the **Revenue** field, enter ***4312***
4. In the **Department** field, enter the data from ***your student data card***
5. In the **Unit** field, enter the data from ***your student data card***
6. In the **Appr Unit** field, enter the data from ***your student data card***



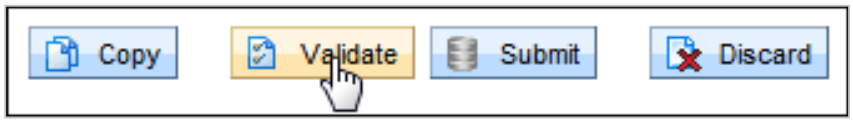
7. Click **Detail Accounting**
8. In the **Function** field, enter the data from ***your student data card***

   Please Note: Typically, the Function would infer the fund, unit and other elements, so that these elements would not need to be separately entered
9. In the **Task** field, enter the data from ***your student data card***

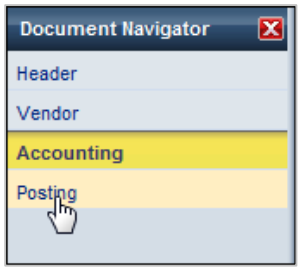


Check the CR document for errors and submit it.

10. Click the **Validate** button to check for errors. If any errors exist such as missing values in required fields, fix the errors and click the **Validate** button again

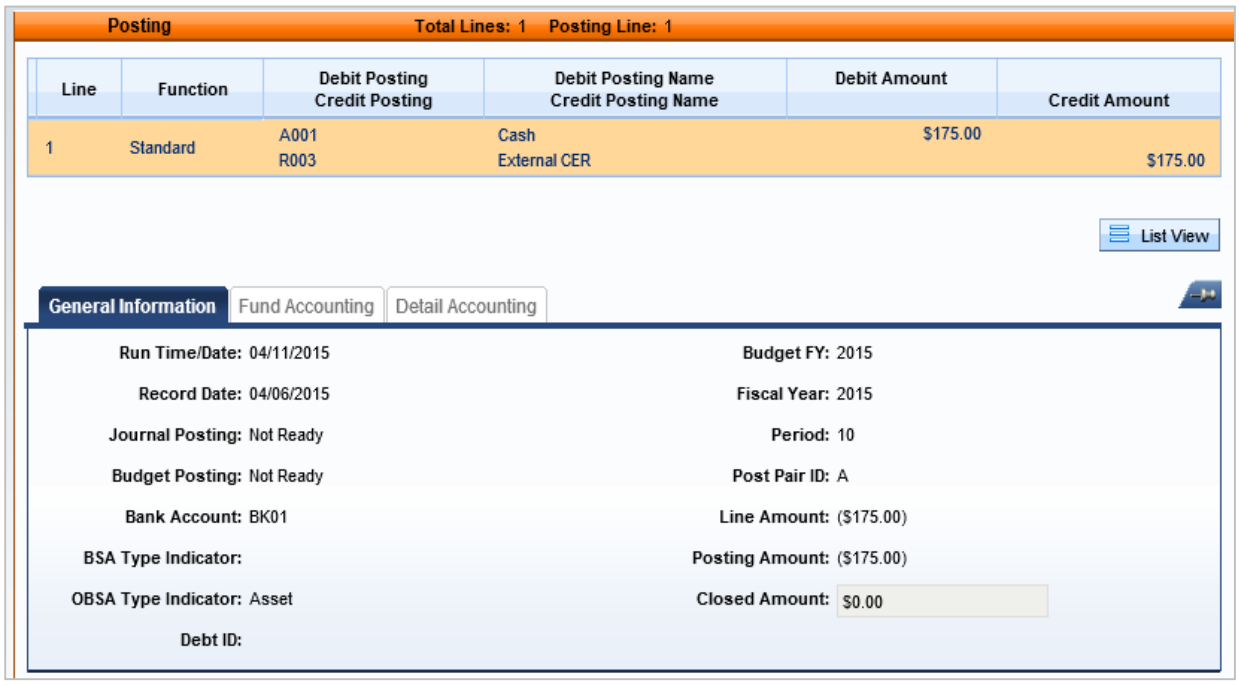


11. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**

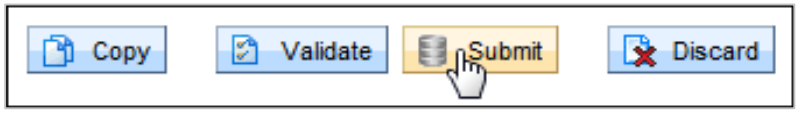


12. On the Secondary Navigation Panel, click the **Posting** section

13. Click the **Eye** icon to see the details of the credit and debit postings for your receipt. Review and verify the postings correspond to the values entered on the accounting line.



14. Click the **Submit** button to submit the document for approval once the document has been successfully validated and all values on the posting line are correct.



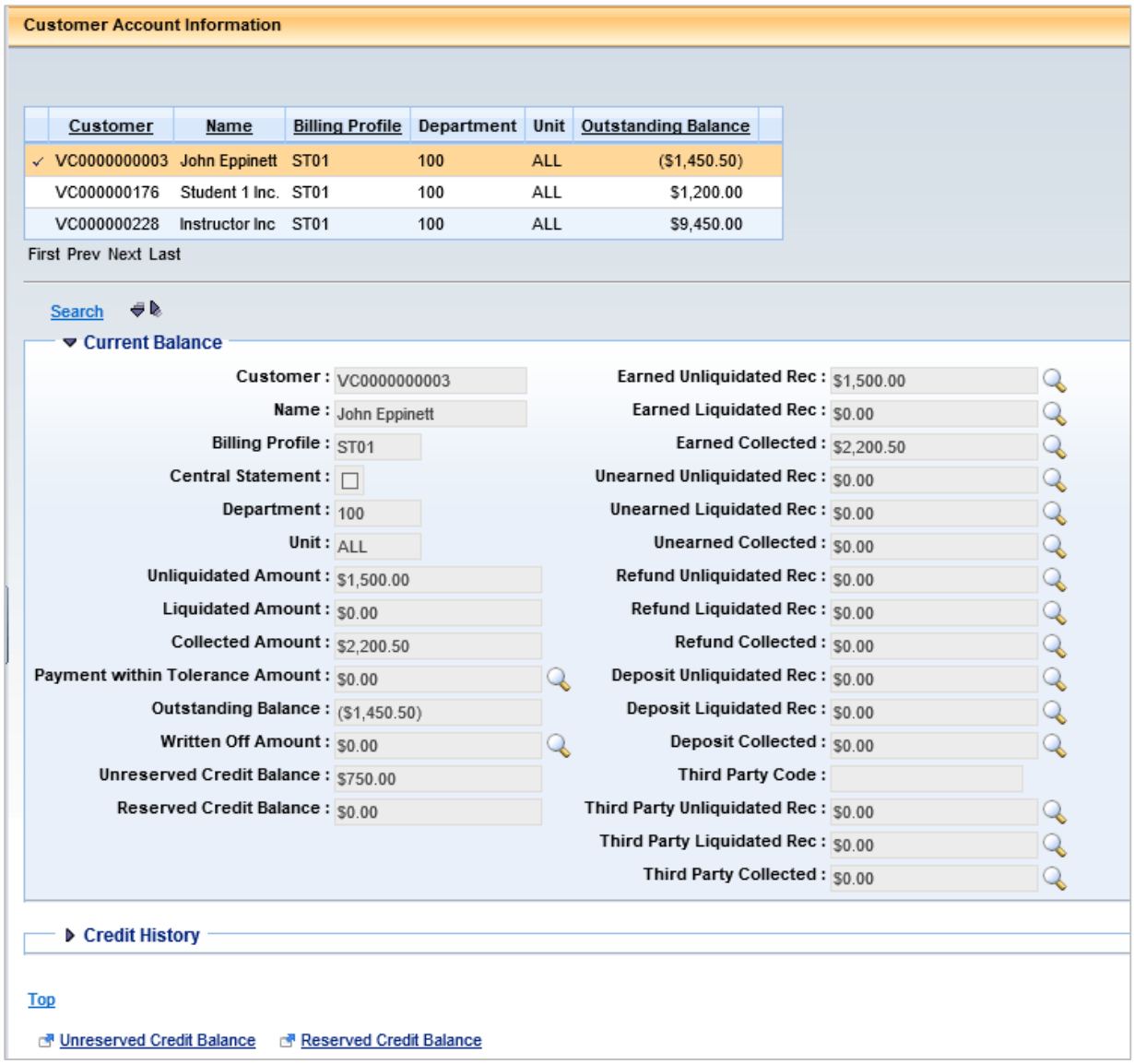
15. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**.

Researching Cash Receipts

The Cash Receipt document updates several inquiry tables when a payment is entered.

Customer Account Information (CUSTA) Table

The information that updates in tables can be looked up by performing a query and certain tables are designed for this purpose. For example, customer account information and balances can be researched using the Customer Account Information (CUSTA) query page. One way to quickly access the CUSTA query page is to type ***CUSTA*** into the Jump to field in the Primary Navigation Panel.



The following fields on CUSTA are calculated to present the overall status of the customer account.

- **Un-liquidated Amount** – The total amount of unpaid bills
- **Liquidated Amount** – The total billed amount that has been paid

- **Collected Amount** – The total amount that has been paid, whether billed or not, not including advances and pre-payments
- **Outstanding Balance** – The total amount owed for the customer account. Calculated as the total amount billed, less all amounts collected (including advances and pre-payments)
- **Unreserved Credit Balance** – The total unreserved credit balance on the customer account caused by overpayments
- **Reserved Credit Balance -** The total credit balance on the customer account that is designated for a special purpose. Customer Information (CUSTS) Table.

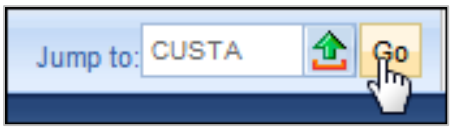
Research Cash Receipt Impact on Customer Accounts

Scenario

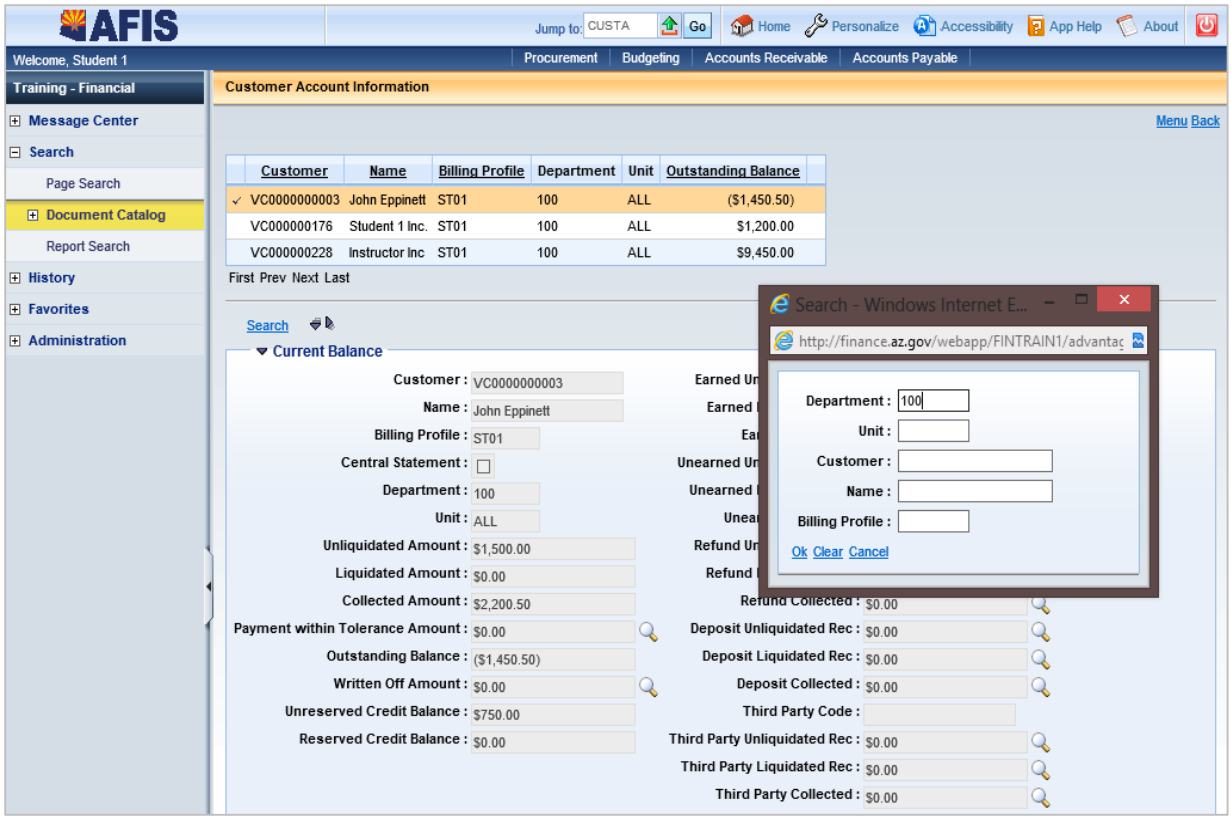
Your agency needs to check the outstanding balance for John Eppinett. Using the CUSTA table view the outstanding balance for John.

Review **CUSTA** updates

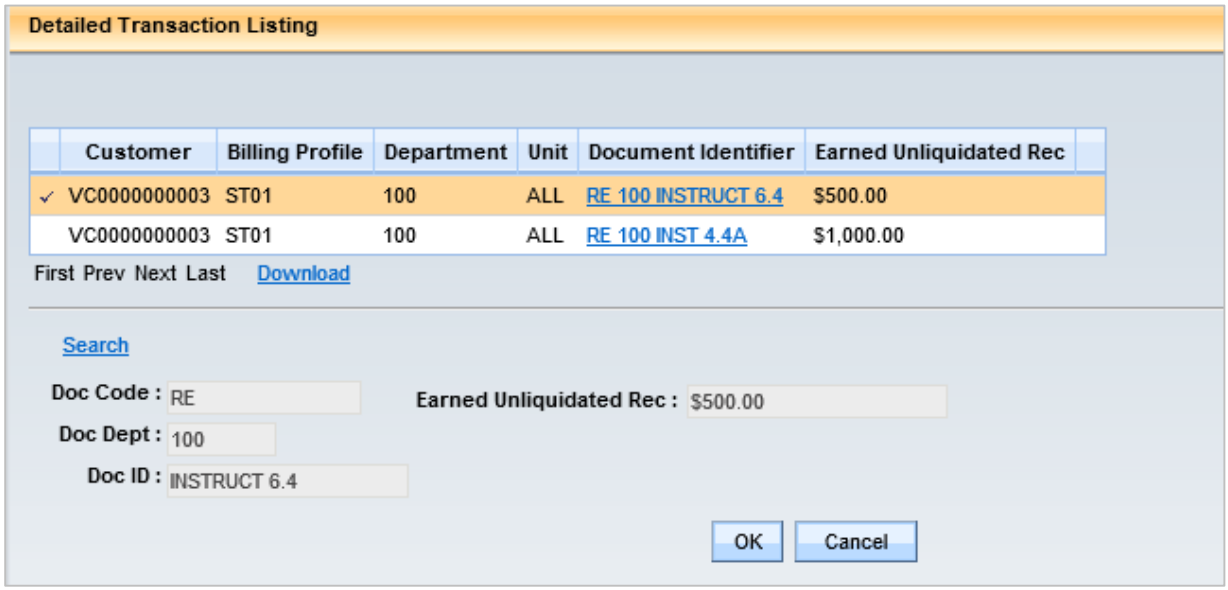
1. In the **Jump to** field, enter ***CUSTA***
2. Click **Go.**



3. The Search window opens



4. In the **Department** field, enter the data from ***your student data card***
5. In the **Customer** field, enter ***VC*003***, to search for John Eppinett
6. Click **OK**. The CUSTA record for the customer and billing profile is opened
7. **Review** the record and see that collected amount has increased



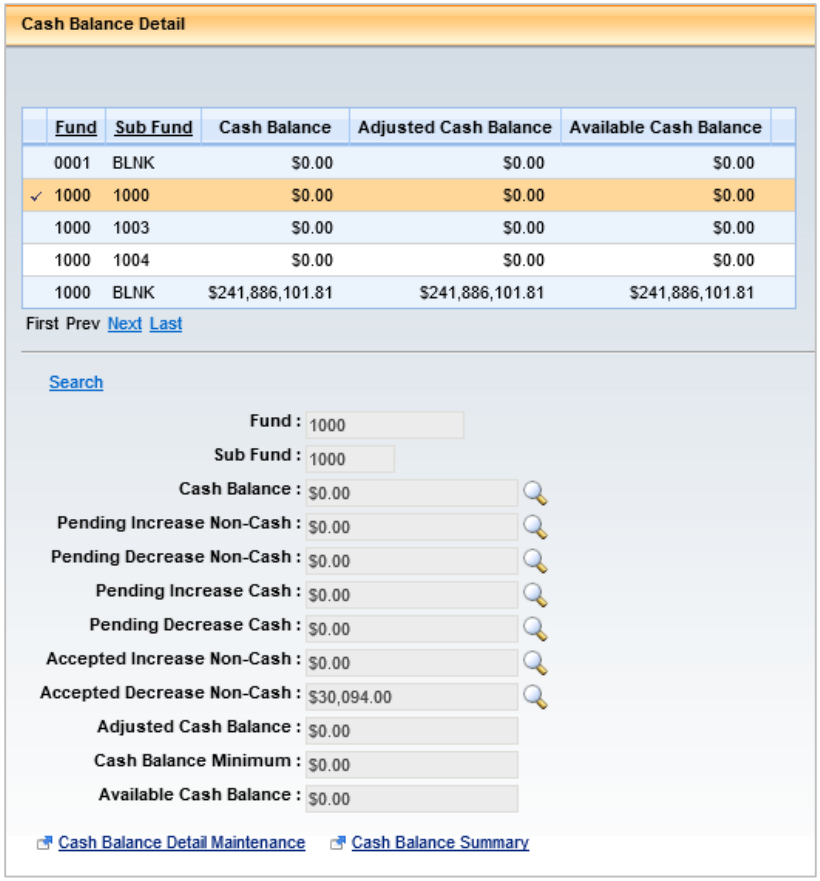
Group Activity 2: Reviewing the CBALDQ Table

Cash Balance Detail Query (CBALDQ)

When researching a fund, you can view the available cash balance on the Cash Balance Detail (CBALDQ) table. The CBALDQ table displays the available cash balance and pending increases or decreases for the fund you would like to view.

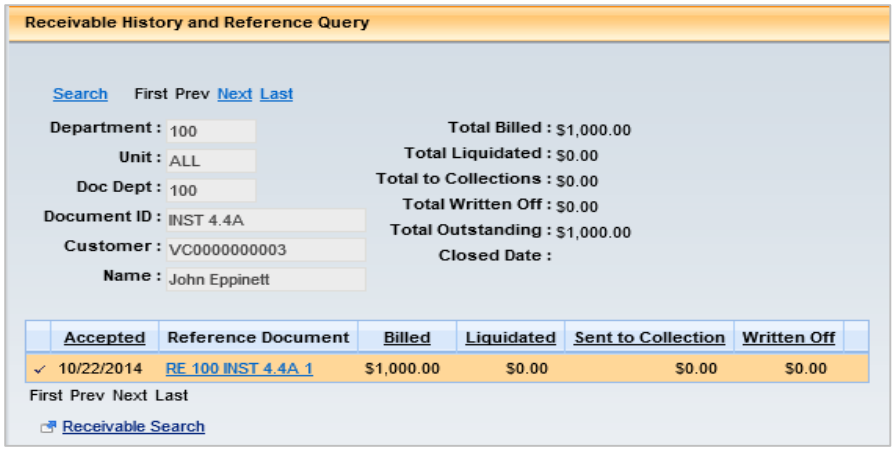
Review CBALDQ updates

1. In the **Jump to** field, enter ***CBALDQ***
2. Click **Go.**
3. Select the **Fund** with a **Cash Balance**
4. View the **Cash Balances**



Receivable History and Reference Query

The Receivable History and Reference Query (RDET) displays all document activity related to an RE. When a CR-based document references an RE document, it updates the RDET.



Group Activity 3: Reviewing the Document Activity.

Let's explore the RE history for the previous exercise. Review RDET History.

1. In the **Jump to** field, enter ***RDET***
2. Click **Go.**
3. Enter the **Dept** from your **Data Sheet**
4. Click **OK**
5. Click on the link for your document from the previous exercise
6. View the Receivable history

Create a Cash Receipt without a Receivable Document

Using the information from the data sheet,
Create a Cash Receipt on your own and record the document number.
Document #_____.

Cash Receipt with Reference Documents

A Cash Receipt can reference several types of Receivable documents. You may need to attach a document in AFIS to the CR for future reference. For example, when a customer has submitted payment in response to a bill, a CR-based document must be entered. The CR-based document must reference the Receivable document to reduce the amount of the receivable (i.e., show that the bill or part of the bill has been paid).

Entering a Cash Receipt with a Receivable Reference

Invoice Payment

When a customer makes a payment that exactly matches an invoice, the Cash Receipt can be created by using the Copy Forward function from reference the existing Receivable document. The customer and accounting information will carry forward from the RE-based document and populate the CR-based document. There are only a few fields that need information to be manually entered in this scenario.

Partial Payment

If the payment does not fully cover the amount of the referenced document(s), it is considered a Partial Payment and it will leave an outstanding balance on the customer's account (visible in the Customer Account Information table). The steps involved in processing a partial payment are similar to the steps involved in processing a full invoice payment with the exception that the Header-Document Total, Vendor-Line Amount, and Accounting-Line Amount fields must be changed to match the payment received.

Process a Partial Payment CR using Copy Forward to Reference RE

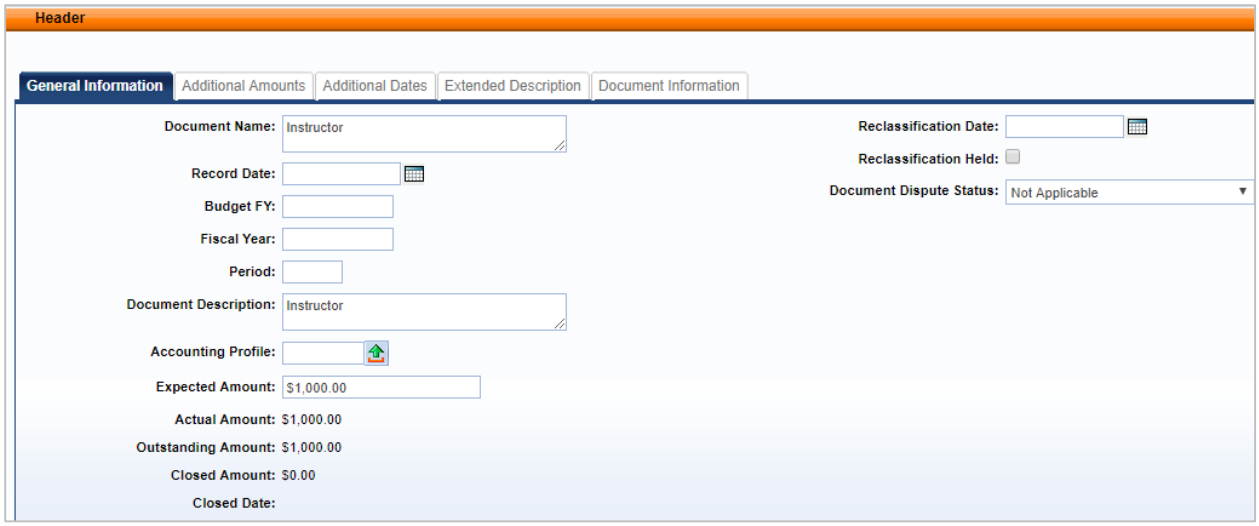
Scenario

Several weeks ago, your agency created a RE for $1000, split evenly between goods ($500) and services ($500). An invoice was sent to the customer. The customer has now sent a check with a partial payment of $750. Of this payment, $300 will be applied to the goods accounting line for the remaining $450 will be applied to the services line. You need to create the Cash Receipt referencing the RE.

Login to **AFIS** Home Page. Search for the **Existing RE** document.

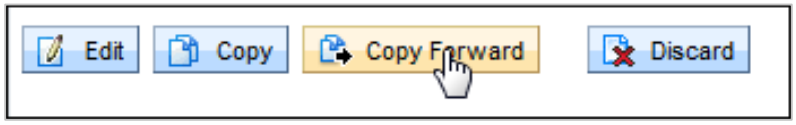
1. In the **Jump to** field, enter ***RESTA***
2. Click **Go**. The Receivable Search page will open. The search fields are blank and no records are displayed

3. In the **Dept** field, enter the data from ***your student data card***
4. Click **Browse**. The RE document ID link is displayed in the grid
5. In the grid, select the **Doc ID from *your student data card*** by clicking on the underlined Doc ID. The RE document will open

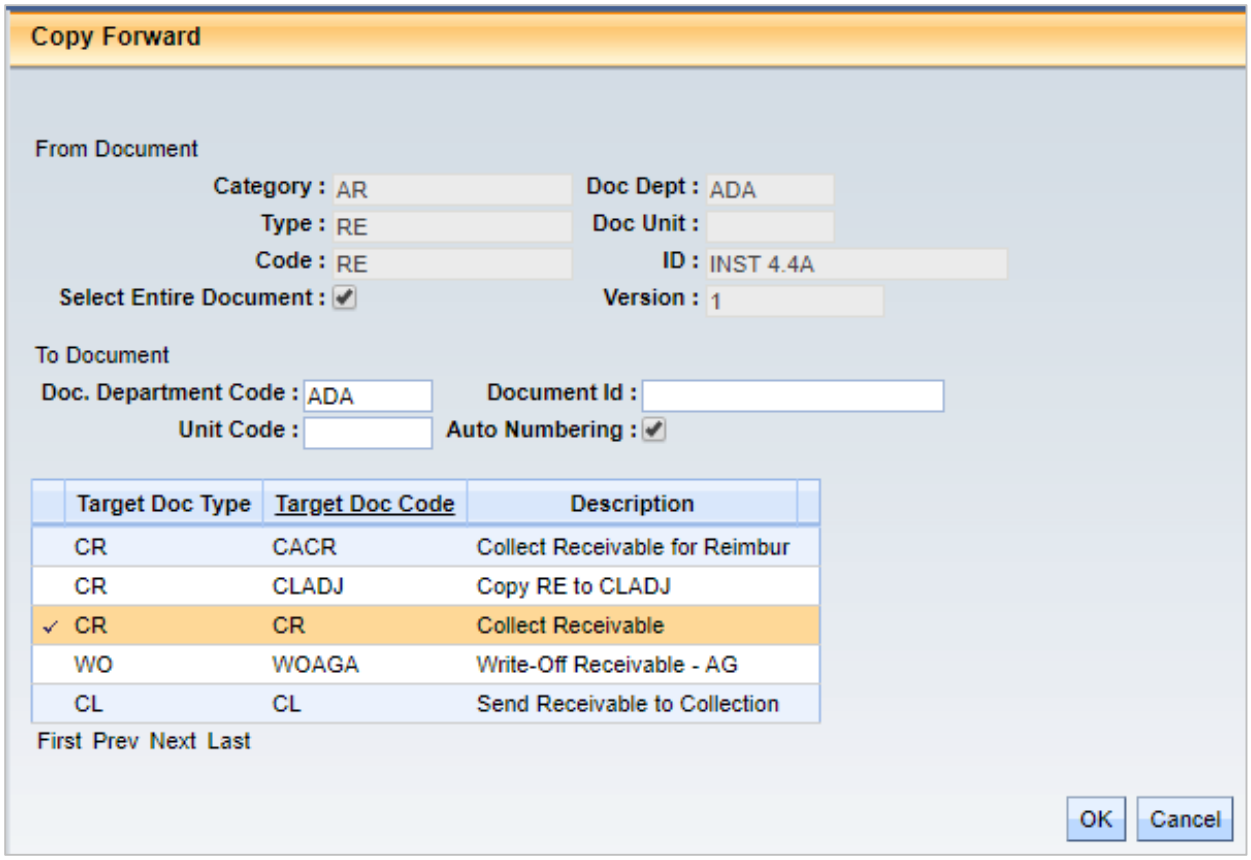


Copy forward to a CR document

1. From the bottom, left hand side of the document, click the **Copy Forward** button. The Copy Forward page opens



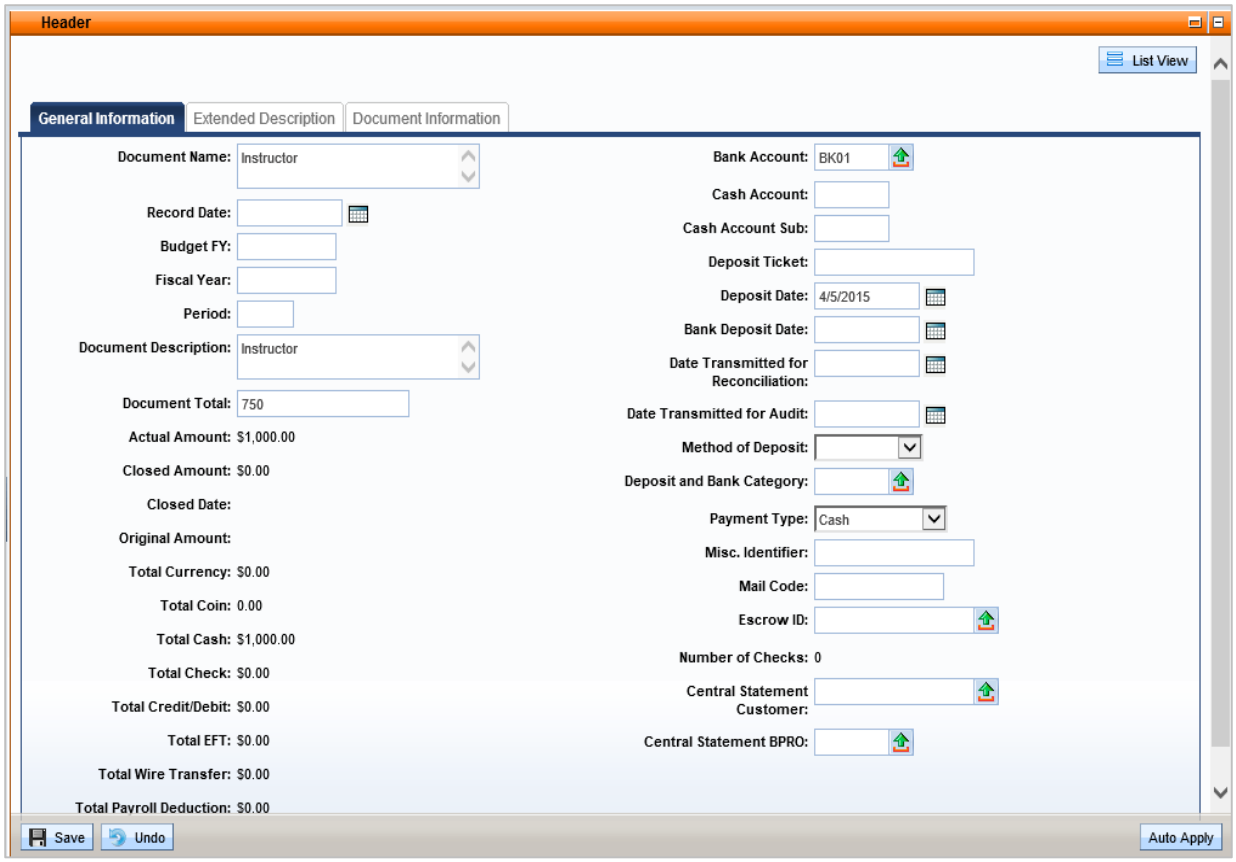
2. In the **Doc Department Code** field, enter the data from ***your student data card***
3. Check **Auto Numbering** checkbox
4. If necessary, in the **Target Doc Code** grid, click the line for **CR** to indicate that you are copying forward to a CR



5. Click **OK**. When the CR is created, a new Document ID is generated. The document is shown as Ver.: 1, Function: New, Phase: Draft
6. Make note of the generated **Document ID: _____**

Complete the **General Information** tab on the **Header** section.

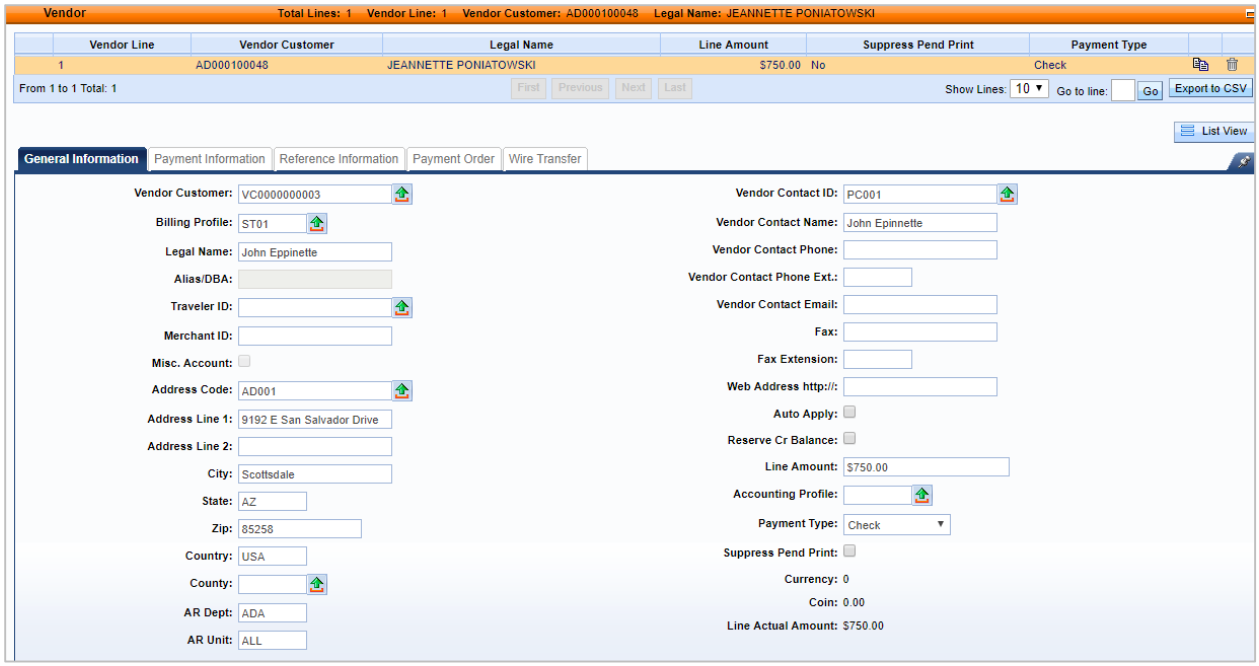
1. In the **Document Total** field, enter the amount ***750***
2. In the **Bank Account** field, enter ***BK01***
3. In the **Deposit Date** field, enter ***06/01/2015***



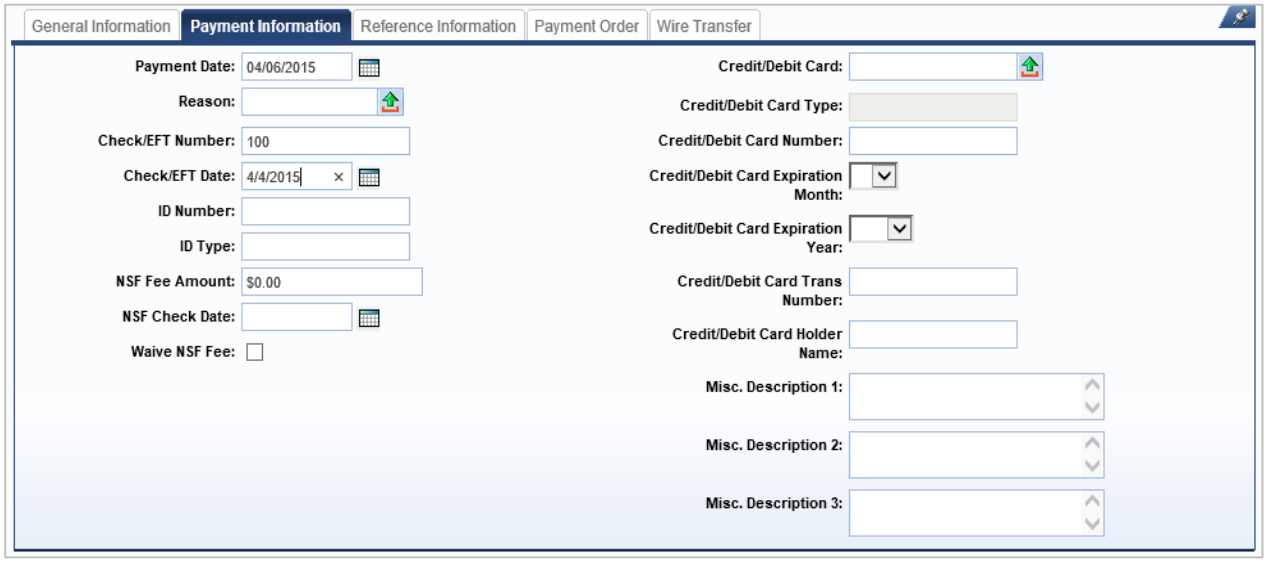
4. Click the **Open Document Navigator** arrow on the left side of the screen to expand the Document Navigator panel. Select **Vendor** on the Document Navigator panel

Complete the **General Information** tab on the **Vendor** component.

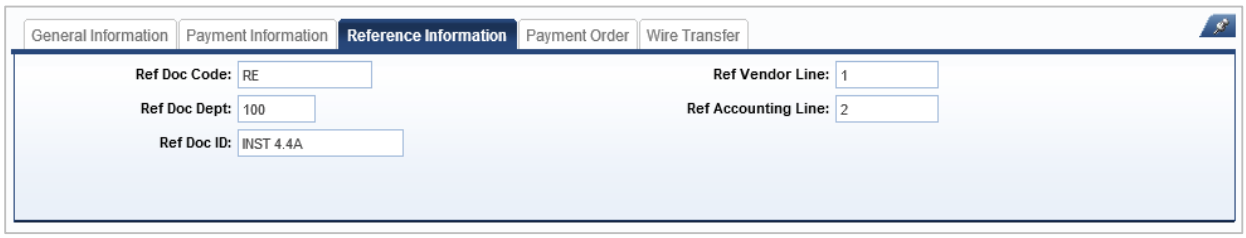
1. Click the **Vendor** section. Observe that most of the fields are populated based on values from the RE, including Vendor Customer, Billing Profile, Line Amount, AR Dept and AR Unit.
2. In the **Line Amount** field**,** change the amount to ***750***
3. For the **Payment Type**, select **Check**



4. Click **Payment Information**
5. In the **Check/EFT Number** field enter a ***check number*** (your choice)
6. In the **Check/EFT Date** field enter ***06/01/2015***

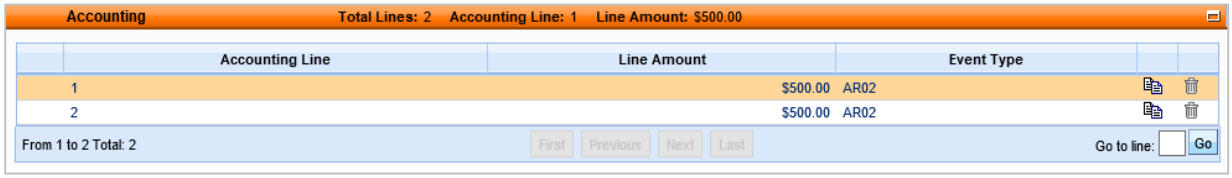


7. Click the **Reference Information** Tab. Observe that the Ref Doc Code, Ref Doc Dept, and Ref Doc ID fields are populated showing the RE document

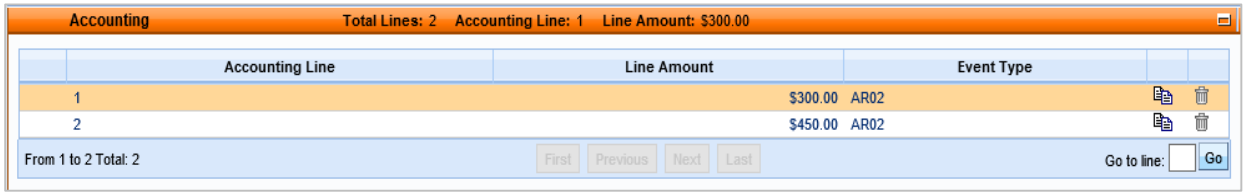


Enter the partial payment amounts in the **Accounting Lines**.

1. Click the **Open Document Navigator** arrow on the left side of the screen to expand the Document Navigator panel
2. Select **Accounting** on the Document Navigator panel
3. The first of two accounting lines is displayed. Event Type, Line Type, and Line Amount are populated with the values AR02, A, and $500.00 respectively

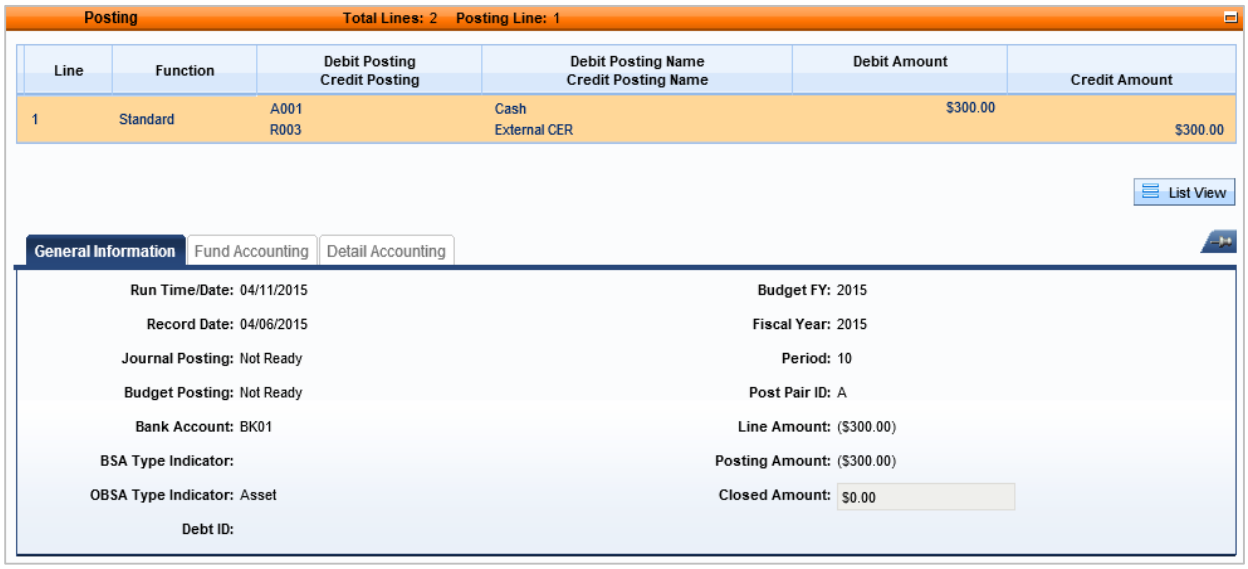


4. In the **Line Amount** field, change the amount to ***300***
5. Click the **Reference Information** tab. Observe that the RE document is identified
6. Click the **Fund Accounting** tab. Observe that the accounting elements are populated
7. In the Account line grid, click line 2. The second accounting line is displayed, still showing the **Fund Accounting** tab
8. Click the **General Information** tab
9. On Accounting Line 2, in the **Line Amount** field, change the amount to ***450***

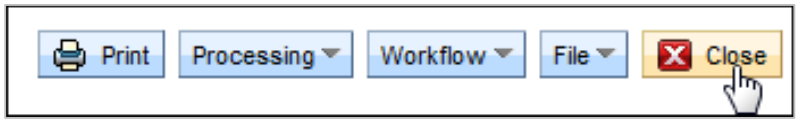


Check the CR document for errors and submit it.

1. Click the **Validate** button to check for errors. If any errors exist, fix the errors and click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click **Posting** section
3. Click the **Eye** icon to see the details of the credit and debit postings



4. Click the **Submit** button to submit the document for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**
5. Click **Close** to return to the RE. The CR document will close and you will be returned to the original RE document.



Review the updates to the RE after processing the CR.

1. Review **Closed Amount** on the RE header section, which reflects the CR amount of $750.00.
2. Click the **Accounting** section. The first accounting line is displayed. The **Line Amount** has not changed, but the **Line Closed Amount** shows $300.00.
3. Click the **Additional Information** tab. The amounts have been updated because of the CR. **Liquidated Amount** and **Collected Amount** values are $300.00. The **Outstanding Amount** is $200.00.
4. Click **Home** in the Primary Navigation Panel to return to the Home page.

Cash Receipt for a Vendor Refund

When a Vendor has been overpaid by the State, the State will receive a refund for the amount of the overpayment. This creates the need for a Cash Receipt to process the refund. This lesson will focus on the process involved in creating a Cash Receipt to record the Vendor Refund.

Create a Cash Receipt for a Vendor Refund

Scenario

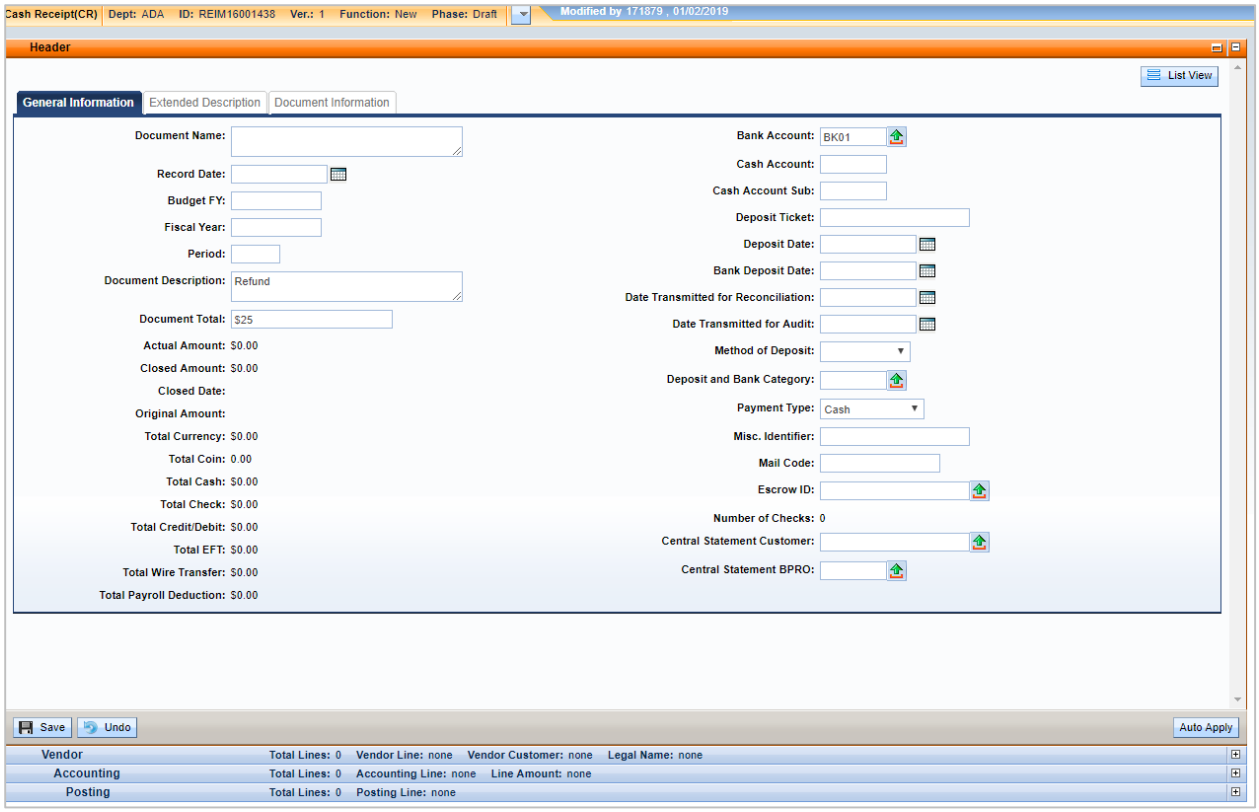
Your agency has received a check for $25 from a vendor who is refunding money overpaid by the State. In this case, no bill was sent to the vendor. You need to record the check as a CR in AFIS.

Login to **AFIS** Home Page. Create a **CR** document from the Document Catalog.

1. On the Secondary Navigation Panel, click **Search**
2. Click **Document Catalog**
3. Click **Create**
4. In the **Code** field, enter ***CR***
5. In the **Dept.** field, enter the data from ***your student data card***
6. Check **Auto Numbering** checkbox
7. Click **Create**. When the document is created, a new Document ID is generated. The document is shown as Ver.: 1, Function: New, Phase: Draft
8. Make note of the generated **Document ID: _____**

Complete the **General Information** tab of the **Header** section.

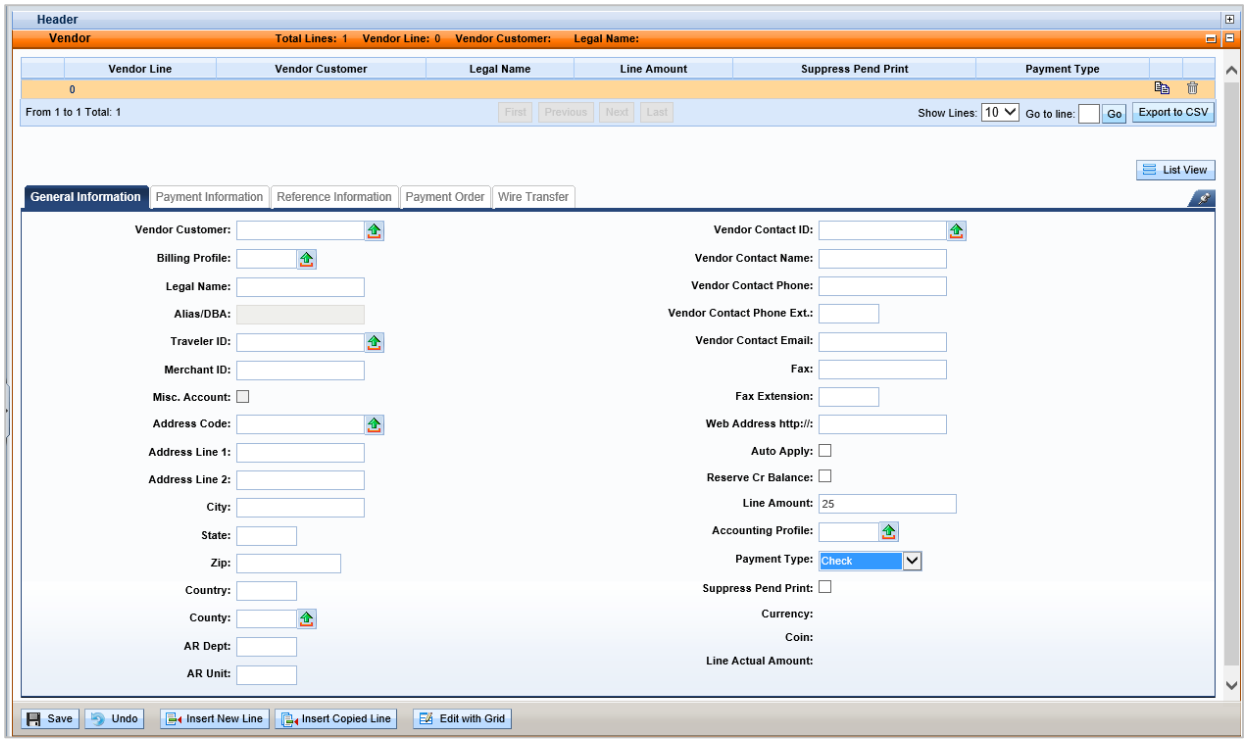
1. In the **Document Total** field, enter ***25***
2. In the **Bank Account** field, enter ***BK01***
3. In the **Deposit Date** field, enter ***06/***01***/2015***
4. In the **Document Description** field enter ***Refund***



5. Click the **Open Document Navigator** arrow on the left side of the screen to expand the Document Navigator panel
6. Select **Vendor** on the Document Navigator panel

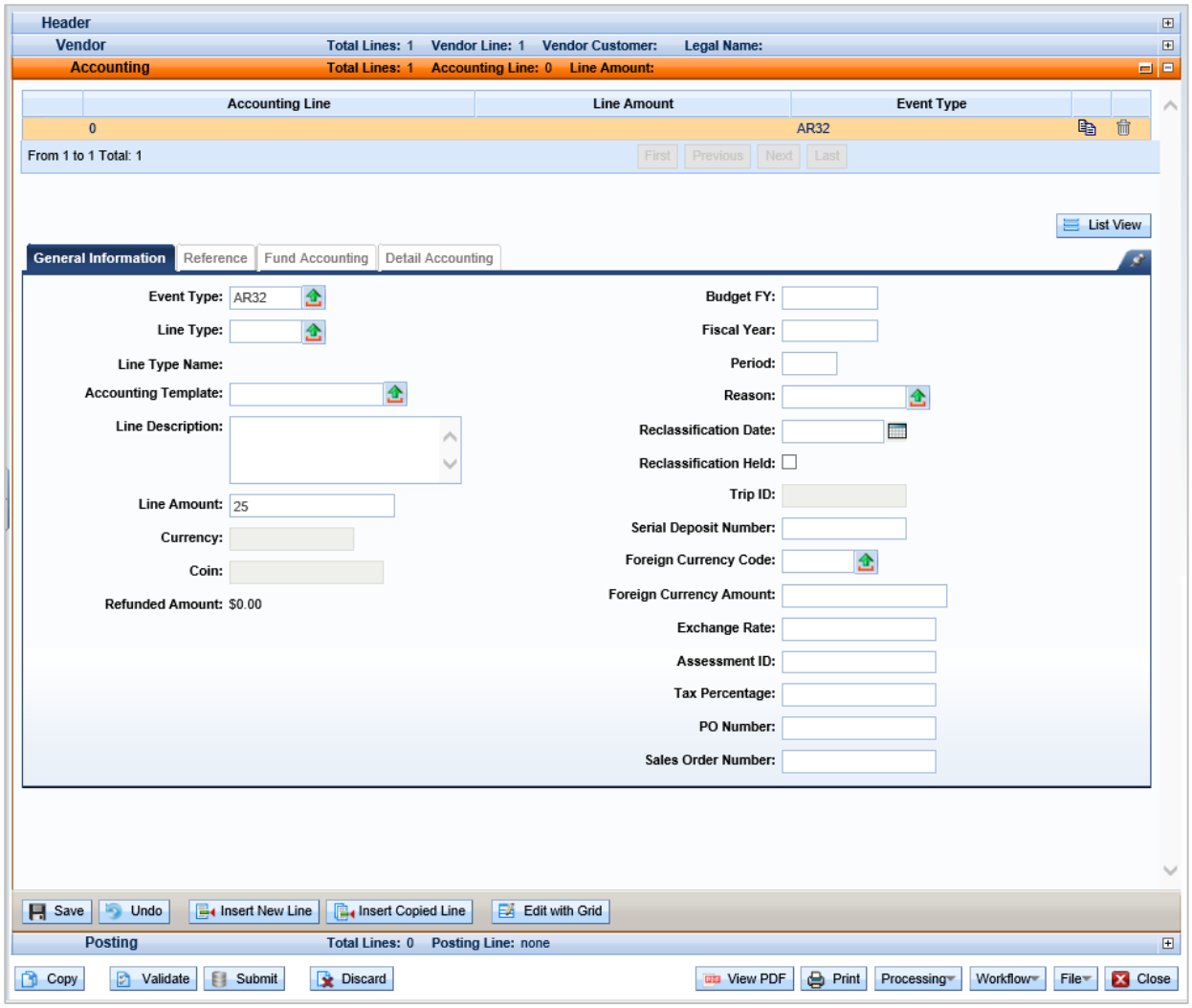
Complete the **General Information** tab on the **Vendor** section.

1. Click **Insert New Line**
2. In the **Vendor Customer** field, enter ***0088855501*** to search for the vendor refunding the payment
3. In the **Line Amount** field, enter ***25***
4. In the **Payment Type Field**, select **Check**



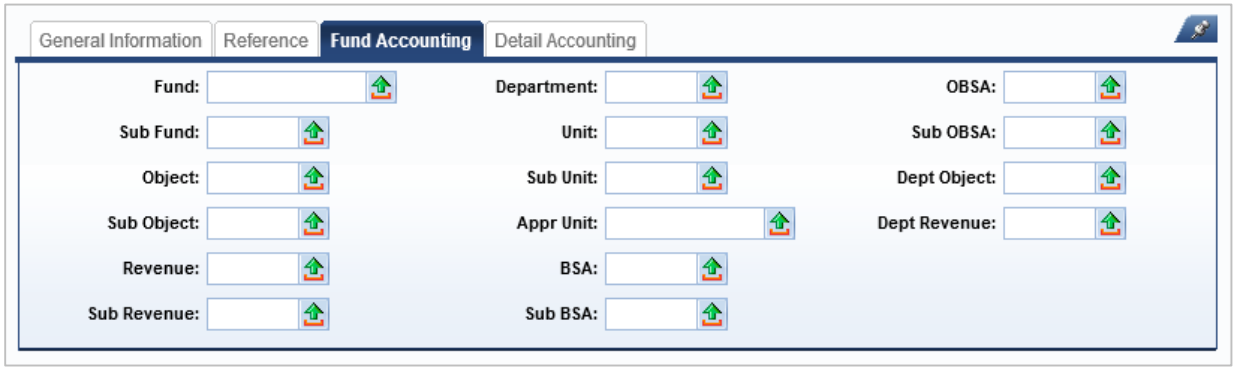
Complete the **General Information** tab on the **Accounting** section.

1. Click the **Accounting** section
2. Click **Insert New Line**
3. In the **Event Type** field, enter ***AR32*** (Collect Vendor Refund) to indicate that we are collecting a vendor refund
4. In the **Line Amount** field, enter ***25***



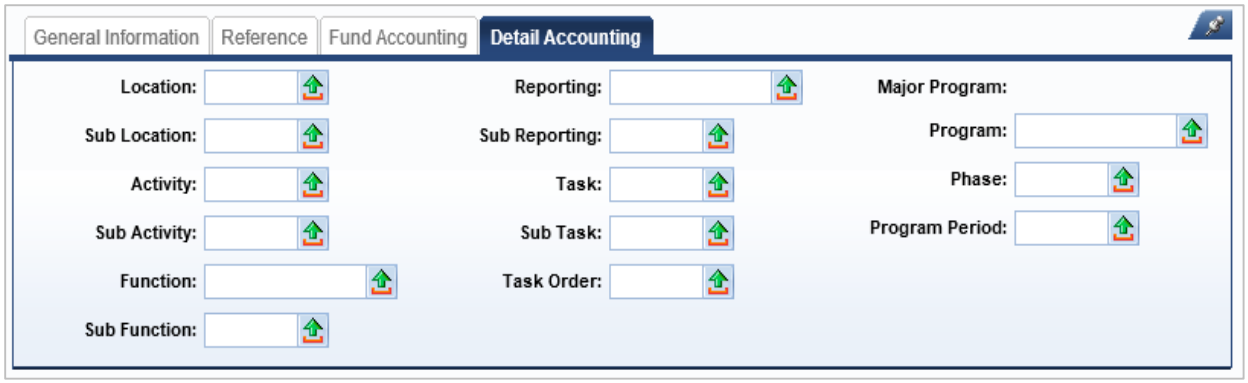
Complete the **Fund Accounting** tab, on the Accounting section to indicate the account to deposit the money into.

1. Click **Fund Accounting** tab



2. In the **Fund** field, enter the data from ***your student data card***
3. In the **Object** field, enter ***7599***

4. In the **Department** field, enter the data from ***your student data card***
5. In the **Unit** field, enter the data from ***your student data card***
6. In the **Appr Unit** field, enter the data from ***your student data card***
7. Click **Detail Accounting** tab



8. In the **Task** field, enter the data from ***your student data card***
9. In the **Sub Task** field, enter the data from ***your student data card***

Submit the CR document

1. Click the **Validate** button to check for errors. If any errors exist, fix the errors and click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click the **Submit** button to submit the document for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**
3. Click **Home** in the Primary Navigation Panel, to return to the Home page

Record an ACH Credit Cash Receipt using Auto Apply

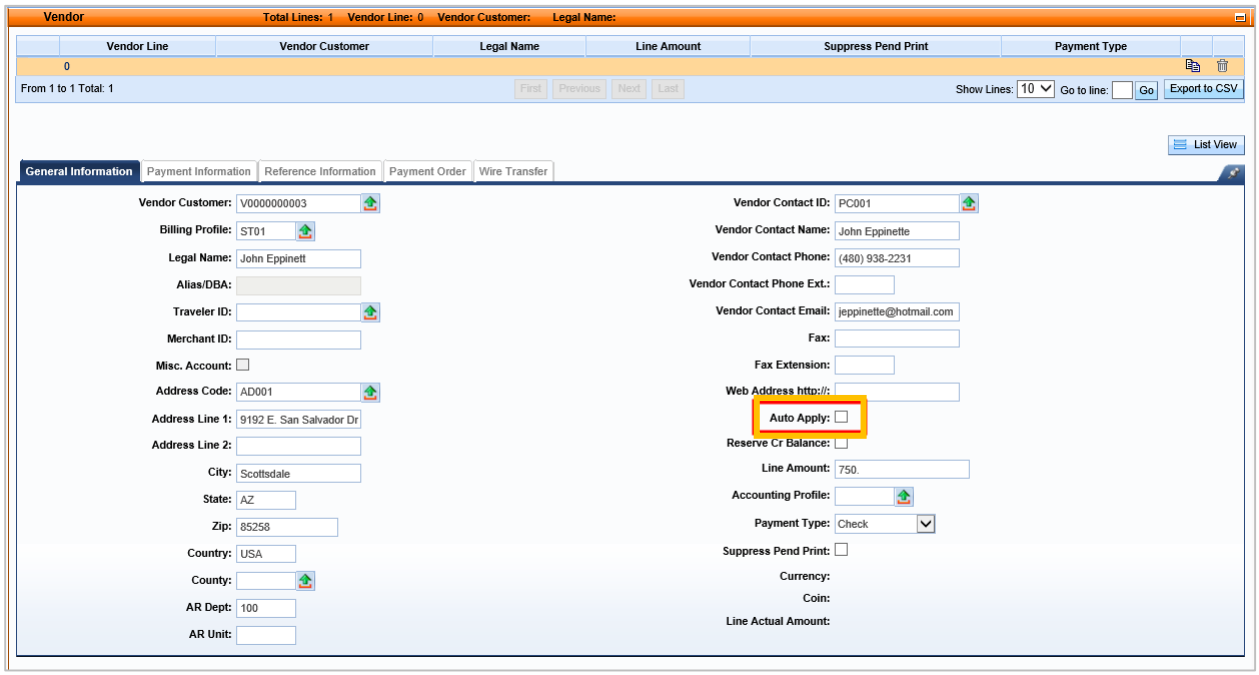
The State can receive many types of payments; one type is an Automated Clearing House (ACH) Credit or Wire Transfer transaction. An ACH Credit or Wire Transfer transaction requires the creation of a Cash Receipt document to record the receipt of funds.

Auto Apply Feature

The Auto Apply feature allows AFIS to automatically apply the funds from the customer's payment to outstanding RE's the customer has. The system will apply the funds from oldest to the newest outstanding RE.

The Auto Apply checkbox on the Cash Receipt Vendor Component, General Information tab **must be** checked. Then the Auto Apply button located on the Header Component can be selected. The system will automatically apply the payments.

In the event of partial payments, a user will enter the dollar amount on the vendor line before selecting Auto Apply.



Record an ACH Credit Cash Receipt using Auto Apply

Scenario

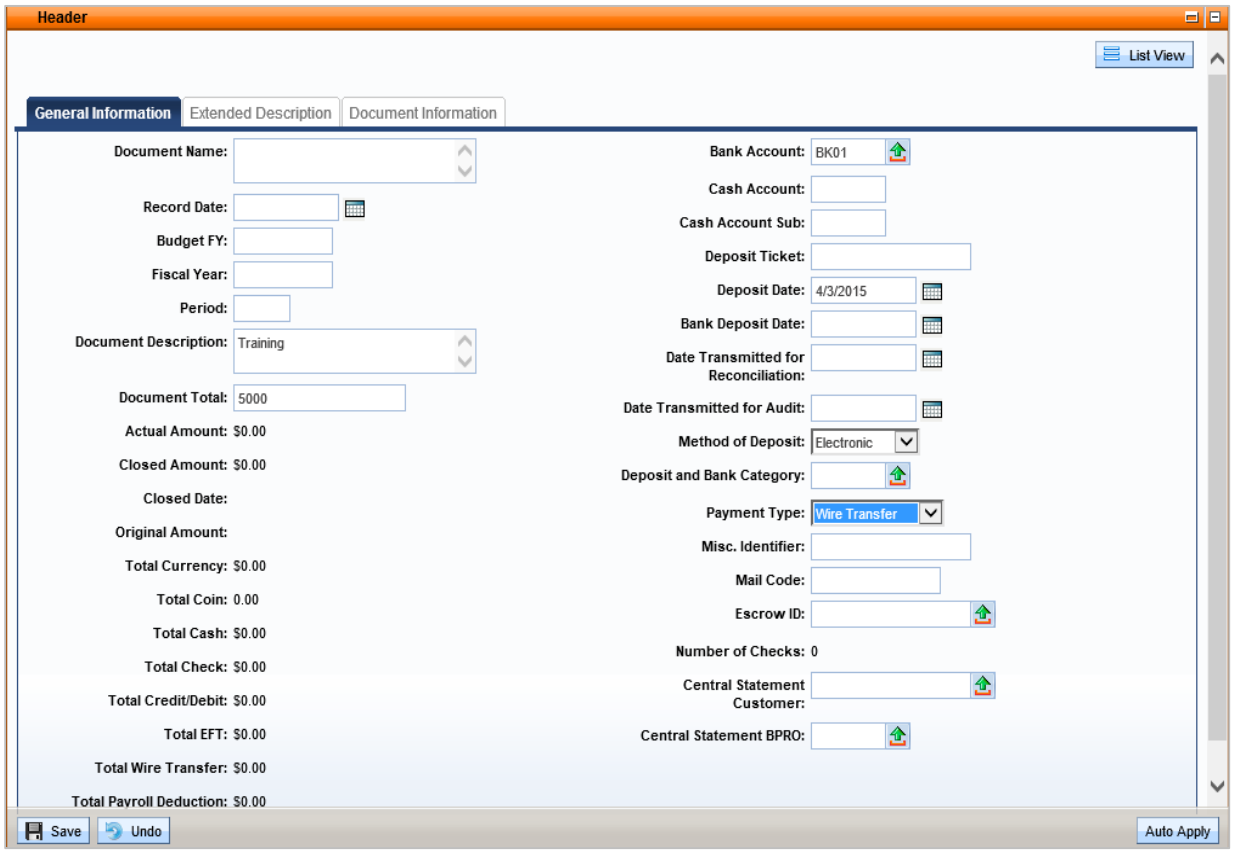
You have been notified that an ACH payment in the amount of $5,000 is being sent to us from John Eppinett. Your task is to create an ACH credit cash receipt document, once it is received, and submit it for approval. You currently have outstanding REs for this customer, use the Auto Apply feature to apply the ACH payment to the outstanding RE's for John.

Login to **AFIS** Home Page. Create a CR document from the Document Catalog.

1. On the Secondary Navigation Panel, click **Search**
2. Click **Document Catalog**
3. Click **Create**
4. In the **Code** field, enter ***CR***
5. In the **Dept**. field, enter the data from ***your student data card***
6. Check **Auto Numbering** checkbox
7. Click **Create**. When the document is created, a new Document ID is generated. The document is shown as Ver.: 1, Function: New, Phase: Draft. Make note of the generated **Document ID: _____**

Complete the **General Information** tab of the **Header** section

1. In the **Document Description** field, enter the word ***Training***
2. In the **Document Total** field, enter ***5000***
3. In the **Bank Account** field, enter ***BK01***
4. In the **Deposit Date** field, enter ***the current date***
5. In the **Method of Deposit** field, select ***Electronic***

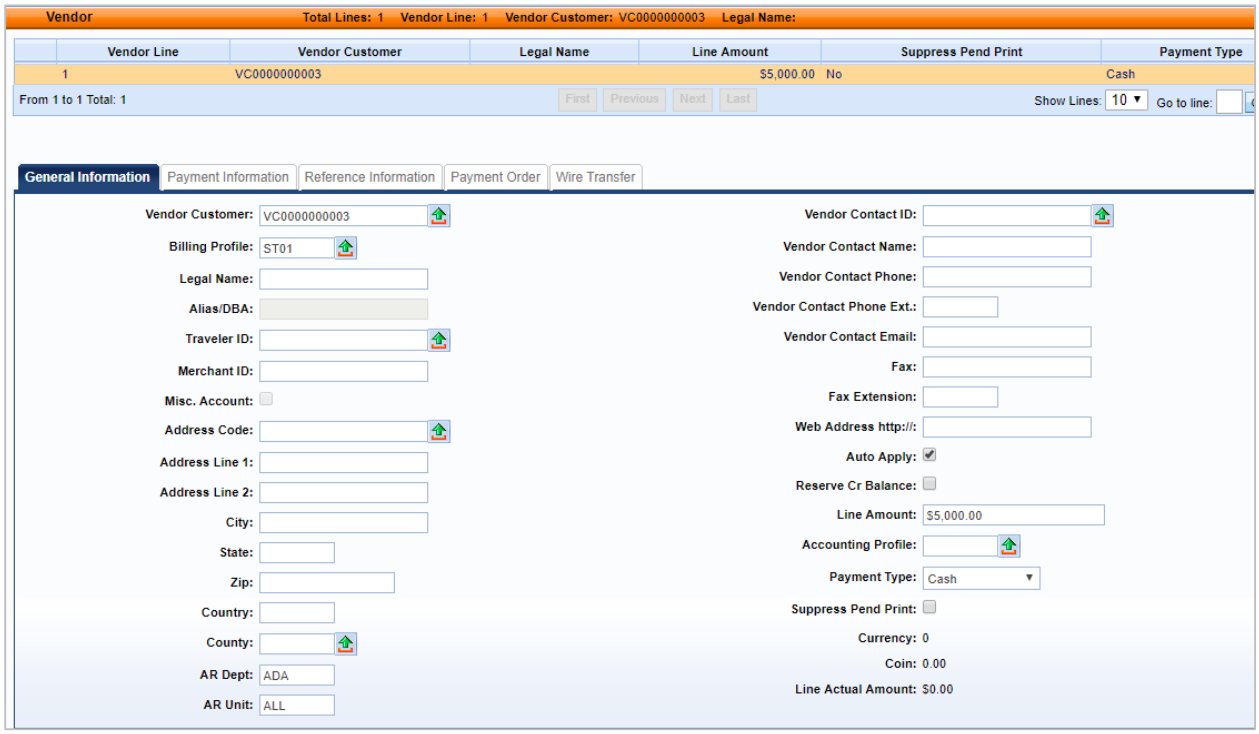


6. Click **Open Document Navigator** icon (small arrow on left side) to switch to Document Navigator mode

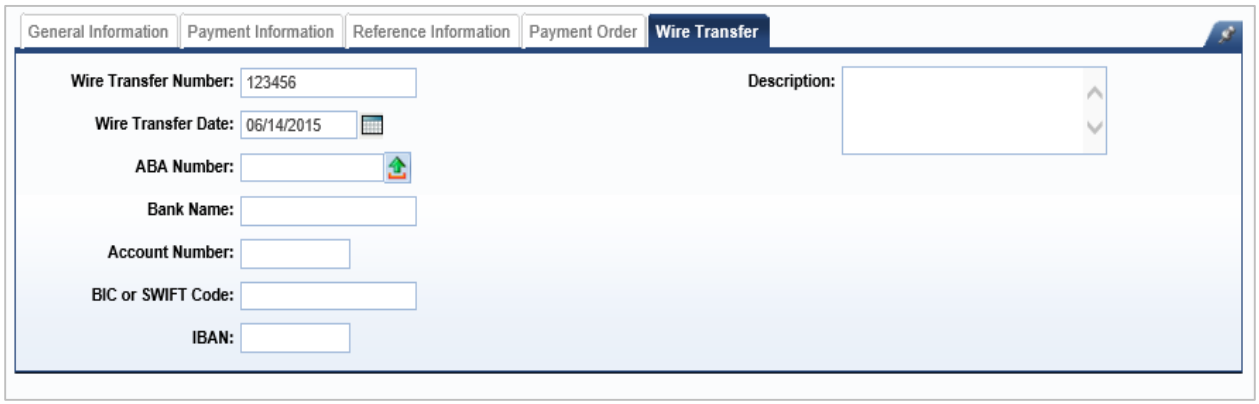
Complete the **General Information** tab on the **Vendor** section

1. Click **Vendor** section
2. Click **Insert New Line** at the bottom of the section
3. On the **General Information** tab, select the Vendor Customer picklist
4. In the **Vendor/Customer** field on the picklist, enter ***VC*003***. Click **Browse**.
5. Select Vendor Customer **VC0000000003 John Eppinett**
6. Click **Save**
7. In the **Billing Profile** field, enter ST01.
8. Check the **Auto Apply** checkbox to tell the system to apply the funds across outstanding RE's

9. In the **Line Amount** field, enter ***5000***
10. In the **Payment Type** field, select ***Wire Transfer***. The State considers an incoming ACH to be a Wire Transfer



11. Open **Wire Transfer** tab
12. In the **Wire Transfer Number** field, enter ***123456***. This represents the number received from the incoming ACH/Wire Transfer
13. In the **Wire Transfer Date** field, enter ***06/01/2015***

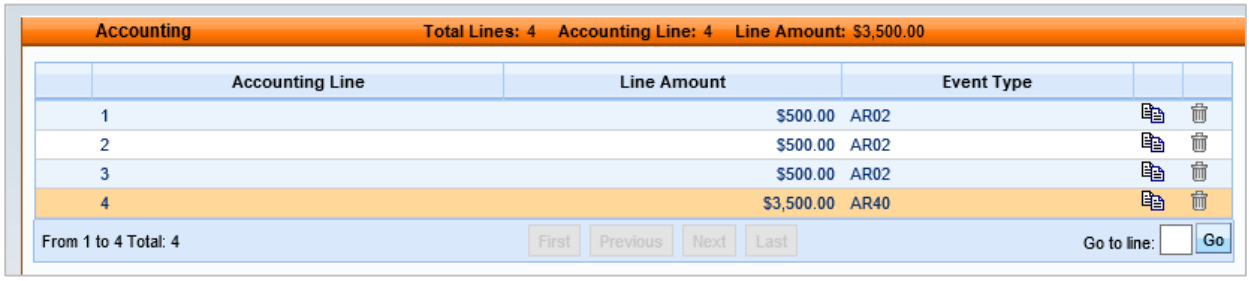


Build the accounting lines

14. Click **Header** section
15. In the bottom, right-hand corner of the section, click the **Auto Apply** button

Review the generated accounting lines

1. Click **Accounting** component. Observe that the Accounting lines have been built
2. In the grid, click the last accounting line. This line should reflect an overpayment, with the **Event Type AR40**



Submit the CR document.

1. Click the **Validate** button to check for errors. If any errors exist, fix the errors and click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click the **Submit** button to submit the document for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**
3. Click **Home** in the Primary Navigation Panel, to return to the Home page.

Cash Receipt Maintenance

Cash Receipt maintenance includes modifying and cancelling cash receipts, reversing the liquidation of a receivable and processing a customer refund.

Cash Receipt Modification

Cash Receipts that are in the Final phase may need to be changed for many reasons, such as to correct the Event Type, document reference, accounting elements, or net a credit balance. These changes can be processed through a modification. Some values on a final CR-based document cannot be modified, such as the Chart of Account elements related to a referenced document, since these elements are inferred from the original RE. In cases where there are errors in fields that cannot be modified, the document may be corrected by using an AFIS transfer document.

Also when modifying Final phase CR-based documents, the Document Total on the Header component cannot be different than the original document. If the amount does differ, the document will route to the Treasurer's Office and will be rejected.

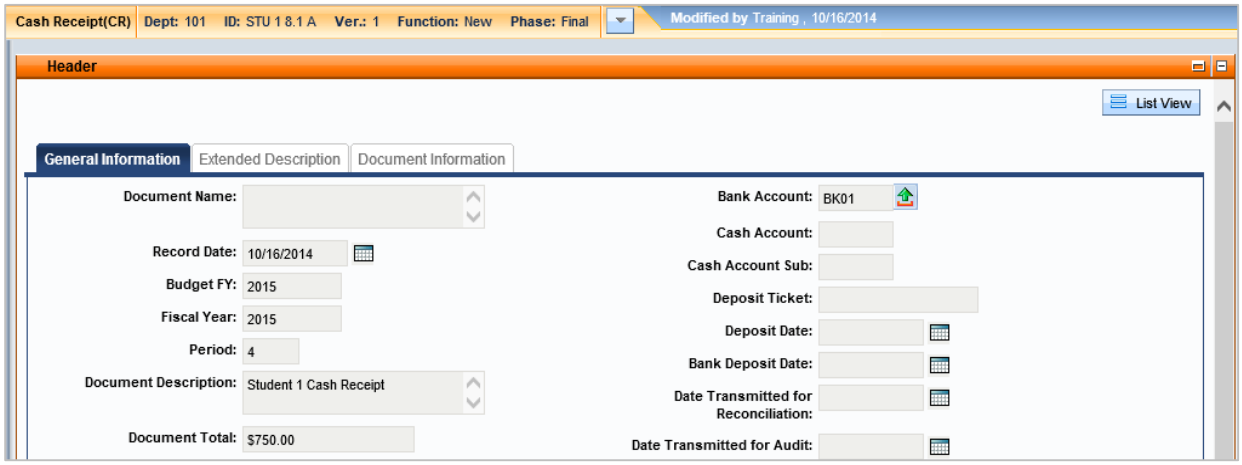
Modify a CR

Scenario

A State employee has recorded the date of a check incorrectly for a $750 payment. Modify the Cash Receipt to fix this error.

Login to **AFIS** Home Page. Locate the CR to be modified from the Document Catalog.

1. Click **Search**
2. Click **Document Catalog**
3. In the **Code** field, enter ***CR***
4. In the **Dept** field, enter the data from ***your student data card***
5. In the **ID** field, enter the data from ***your student data card***
6. Click **Browse**. The CR document is displayed in the grid below
7. Click the CR Document ID link, which corresponds to the data from ***your student data card***

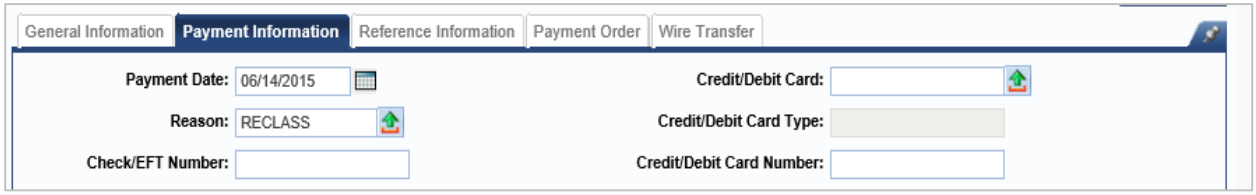


Modify the Cash Receipt document

1. Click **Edit**. A new version of the document is displayed. It has the same ID number but an incremented Version number. Notice that the new document is in Draft Modification phase.

Update the Vendor line to indicate the correct check date

1. Click **Vendor** component
2. Click **Payment Information** tab
3. Click **Reason** field picklist
4. **Click** the select link that corresponds to **Re-class** (whenever there is a modification to the payment information you must choose a reason, if it's a date change it's a reclassification of the document).
5. Enter the correct Check/EFT Date, Use 06/01/2015



Submit the CR document.

1. Click the **Validate** button to check for errors. If any errors exist, fix the errors and click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click the **Submit** button to submit the document for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**
3. Click **Home** in the Primary Navigation Panel, to return to the Home Page

Effects of Cash Receipt Modification

Since the previous activity just made a change to the Check/EFT Date, the CR modification will contain the details of the change. However, if a CR-based document modification is made, there will be updates to the information recorded in various places.

Cash Receipt Cancellation

There are times when CR-based documents must be discarded or cancelled, such as when errors in data entry have been made. The process varies depending on the document status. Documents that are in Draft phase can be discarded, which removes them from the system. A document in Final phase can be cancelled but will remain in the system; these are handled only by the Treasurer's Office when necessary.

Discard a Draft CR Document

The Discard feature is used to close and remove draft documents completely from the system.

Discard a Draft CR Document

Scenario

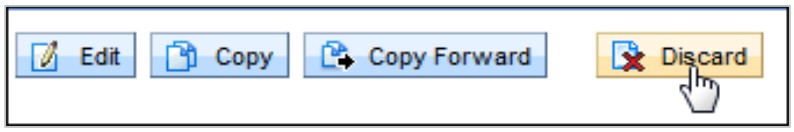
You started a transaction and realized you would like to start over. You have not submitted the CR document. You decide to remove a draft version of a CR from the system.

Login to **AFIS** Home Page. Locate the CR from the Document Catalog.

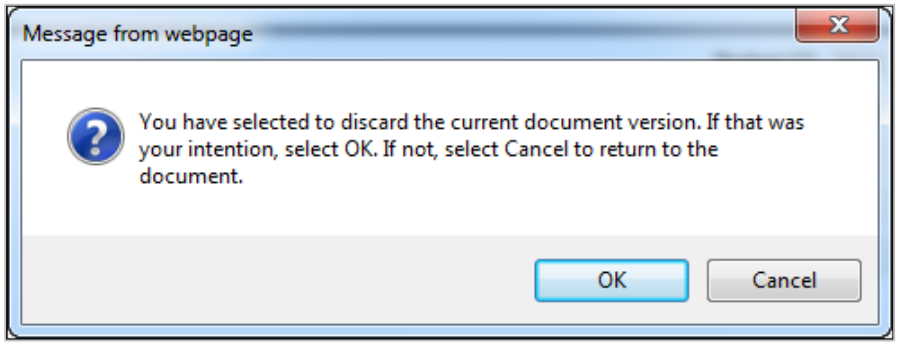
1. Click **Search**
2. Click **Document Catalog**
3. In the **Code** field, enter ***CR***
4. In the **ID** field, enter the data from ***your student data card***
5. Click **Browse**. The CR document is displayed in the grid below
6. Click **CR Document ID** link

Discard the Cash Receipt document.

1. Click **Discard**



2. A message prompt will appear to confirm the action



3. Click **OK** to close the draft version and remove it from the system

Return to the Home page

4. Click **Home** in the Primary Navigation Panel, to return to the Home Page

Cancel a Finalized Cash Receipt Document

It is possible to cancel a finalized document. For example, the Treasurer's Office might cancel a CR-based document if a duplicate Cash Receipt has been processed.

The Discard feature is also used to cancel a finalized document. Unlike discarding a document in Draft phase, in which the document disappears from the system, discarding a document in Final phase will reverse the impact on accounting and customer account and keep the original document in the system. Using the Discard feature on a CR-based document in a Final status will create a Cancellation function, Draft phase of the document.

Cancel a Cash Receipt

Scenario

As a Treasurer's Office user, you need to cancel a Cash Receipt document that is in Final status.

Login to **AFIS** Home Page. Locate the existing Cash Receipts (CR) document to be cancelled in the Document Catalog.

1. Click **Search**
2. Click **Document Catalog**
3. In the **Code** field, enter ***CR***
4. In the **Dept** field, enter the data from ***your student data card***
5. In the **ID** field, enter the data from ***your student data card***
6. Click **Browse**. Your document is returned in the grid
7. In the grid, click the **Document ID** link. If more than one document is present, select the document in Final phase

Cancel the CR document by discarding the CR document

1. Click **Discard**
2. In the pop-up message box that appears, click **OK**
3. A new version of the document is displayed. It has the same ID number but an incremented version number

4. Observe that the new document is in the Draft Cancellation phase. Most fields are disabled in this version.

Submit the Draft Cancellation document

5. Click the **Validate** button to check for errors. If any errors exist, fix the errors and click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**

6. Click the **Submit** button to submit the document for approval when all errors are resolved. If the submission is successful, the following message is displayed in the upper left corner: **Document submitted successfully**
7. Click **Home** in the Primary Navigation Panel to return to the Home Page

Cash Receipt Adjustments

This lesson is intended to serve as a broad overview of the cash reconciliation adjustment process so that users are familiar with the documents involved in the correction of reconciled Cash Receipts.

State Treasury Cash Adjustment

The State Treasurer's Office can make adjustments to Cash Receipt deposits, for example, when an agency records a CR document and the total amount recorded on the CR is not equal to the total amount later verified at the bank. The Treasurer's Office will process a State Treasurer – Treasury Adjustment (STADJ) document that will either increase (favorable) or reduce (unfavorable) the agency's cash to match the bank total. The Event Types used with an STADJ are:

- ARS1 – Unfavorable Deposit Adjustment
- ARS2 – Favorable Deposit Adjustment
- ARS3 – NSF Receivable
- ARS4 – Credit Card Unfavorable Adjustment (Fees and Chargebacks)
- ARS5 – Credit Card Favorable Adjustment

For more information on how to create an STADJ, contact your GAO Agency Liaison.

Department Treasury Cash Adjustment

Agencies can also make adjustments in certain circumstances. Agencies will use the Department – Treasury Cash Adjustment (DADJ) Document to adjust revenue or expenditures related to the following types of transactions: Unfavorable Deposit Adjustment, Favorable Deposit Adjustment, NSF Write Off, Credit Card Favorable Adjustment or Credit Card Unfavorable Adjustment. Depending on the business scenario, the agency will select the appropriate event type, from the list below:

The Event Types used with a DADJ are:

- ARD1 – Unfavorable Deposit Adjustment – Revenue Source (use in conjunction with STADJ event type ARS1)
- ARDA – Unfavorable Deposit Adjustment – Object (use in conjunction with STADJ event type ARS1)
- ARD2 – Favorable Deposit Adjustment – Revenue Source (use in conjunction with STADJ event type ARS2)
- ARDB – Favorable Deposit Adjustment – Object (use in conjunction with STADJ event type ARS2)
- ARD3 – Write Off NSF Receivable – Revenue Source *(use in conjunction with ARS3)

- ARD4 – Write Off NSF Receivable – Object *(use in conjunction with ARS3)
- ARD6 – Credit Card Unfavorable Adjustment – Revenue Source (use in conjunction with ARS4)
- ARD7 – Credit Card Unfavorable Adjustment – Object (use in conjunction with ARS4)
- ARD8 – Credit Card Favorable Adjustment (use in conjunction with ARS5)

**The Quick Reference Guide (QRG) that covers the steps for creating a DADJ is available at https://gao.az.gov/trainingevents/training-resources*

Cash Receipt Reporting

AFIS includes several reports for monitoring Cash Receipt activities.

Cash Receipt Reports

Cash Receipt Reports

The key reports needed to support the AFIS Cash Receipts business processes are listed below. Included with some of the reports are the data elements (prompts) that are available.

AFIS Reports

Aging by Customer, by Department, and Past Due Report - The report contains a listing of aging receivables sorted by fund, department, and vendor/customer. The report also contains information such as invoice number, invoice date, and payment due dates. The outstanding amounts are grouped by the number of days overdue: 0 to 30 days, 31 to 60 days, 61 to 90 days, over 90 days, and over 1 year.

RSRC Summary Report - The Revenue Source Summary Report is used to track all accounts receivable revenue transactions during a user-defined date range. The Revenue Source Summary Report will be organized into uncollected revenue, written-off revenue, and collected revenue.

Aging Receivables Report - The Aging Receivables Report classifies outstanding Receivables by the amount of time they are overdue. On the report, the Receivables can be classified as not due, 0-30 days overdue, 31-60 days overdue, 61-90 days overdue and over 90 days overdue. The Receivables with no due date are attributed to the No Due Date column.

Group Activity 4: Accessing Account Receivable Reports

Let's explore how to access Cash Receipt (CR) Reports.

1. In the **Secondary Navigation Panel**, click **Search**
2. Click **Report Search**
3. From the dropdown choose **Select Reports AR**

5. Click **Browse**
6. Click the **Link** for the desired report

InfoAdvantage Interactive Reports

- **FIN-AZ-AM-N338** - Monthly and Yearly Receipts Comparison Report - Provides ability to easily generate a report that compares monthly receipts to receipts for that month in the previous year and year-to-date receipts to the previous year.
- **FIN-AZ-AR-C035** - Open Items - Accounts Receivable - Report is a detailed listing of open Accounts Receivable documents
- **FIN-AZ-AR-N183**- Accounts Receivables Status Report
- **FIN-AZ-AR-N185**- Customer History Report - Year to Date - This report provides detailed customer history for receivables and related activities
- **FIN-AZ-AR-N337**- Invoice Aging by Department and Fund - This report lists Aged Receivables by Fund and Department

- **FIN-AZ-DEBT-N379** - Loan Outstanding Summary - This report shows the Loan Instrument Outstanding Summary in terms of Outstanding Principal out of the Total Loan Amount and the Outstanding Interest as of given date. In addition, it also shows the loan terms specific information like Loan Amount, Total Principal Paid, Total Interest Paid, and the Net Payment Amount including Other Amounts as of given date. Report can be broken down at Responsible Department and Debt type, to list multiple loan instruments associated with a specific Department.
- **FIN-AZ-AR-N396** - Open Items - Accounts Receivable - Report is a detailed listing of open Accounts Receivable documents with a fiscal period cutoff. This report is cumulative through APD (Accounting Period Prompt).
- **FIN-AZ-AR-N461** - Treasurer Deposit Report - This report displays treasurer deposits for all CRs approved for "Approval date".
- **FIN-AZ-CM-N363** – Revenue Analysis - Provide a cash flow analysis tool that can be utilized to generate cash projections and "what if' analysis, including the following: Allow an Agency to combine multiple line items and apply projection parameters such as: change in billing/paying cycle from monthly to quarterly; change in tax rates; etc.

Appendix A – Creating a Cash Receipt Document Template

When a transaction is a common occurrence, it can be more efficient to create a Template that has most of the information already entered. Once a Template has been created and saved in the system, it can be used to generate new CR-based documents that only require the changing data to be minimal, i.e., only amount and description need to be updated.

1. Use the Document Catalog to search for the Template.
2. Under the Document Identifier section, in the Dept. field, enter your **agency code**.
3. In the Document State section, in the Phase menu, select **Template**.
4. Enter any other information to narrow down the search and click **Browse**.
5. Select the Template you wish to use as a basis for the new document from the grid. If necessary, open the Template to verify it is correct.
6. Click **Copy**. A new page will appear.
7. On the Copy Document screen, enter the new document information.
8. Enter a Department Code, select Auto Numbering, and click **Copy Document**.

Appendix B – Additional Cash Receipt Transactions

One Cash Receipt (CR) based document can reference multiple Receivable documents. By adding multiple Accounting and/or Vendor Lines to a CR-based document and using Auto Apply to pull the relevant information into the Cash Receipt, more than one Receivable can be liquidated by one Cash Receipt.

Cash Receipt that References Multiple Documents

1. Use the Document Catalog to create a new CR-based document.
2. Enter a Department Code, select **Auto Numbering** and click **Create**.
3. Enter the relevant Header component information.
4. Enter the relevant Vendor component information and check **Auto Apply.**
5. Add lines as needed to the Vendor component, for additional Receivable references.
6. On the Reference Tab, enter the reference document information.
7. Return to the Header component and click **Auto Apply**.
8. The Accounting Line information will be completed based on the reference documents.
9. **Validate** and **Submit** the Cash Receipt.

Cash Receipt that References a Referral to a Collection Agency

Once a Receivable has been sent to Collections, it is closed and any payments received must reference the Referral to Collection Agency (CL) document. This is done using Copy Forward feature within the CL document.

1. Use the Document Catalog to locate the Referral to Collection Agency (CL) document.
2. Click the CL document to view the document and then click **Copy Forward**.
3. On the Copy Forward screen, enter the Doc. Department Code and check the Auto Numbering box.
4. Select **CR** as the Target Doc Code and click **OK**.
5. The new CR document opens for data entry and submission.

Unreserved Overpayment

An Unreserved Overpayment is when the customer pays more than the amount billed and there isn't another bill to apply the overpayment to.

1. Use the Document Catalog to create a new CR document.
2. Enter a Department Code, select Auto Numbering and click **Create**.
3. Enter the relevant Header component information.
4. Enter the relevant Vendor component information.

5. On the Reference Tab, enter the reference document information.
6. Enter the relevant Accounting Component information, with the payment applied to the RE on one line.
7. Add an additional Accounting Line to record the Unreserved Overpayment using Event Type AR40.
8. **Validate** and **Submit** the CR document.

Reserved Overpayment

A Reserved Overpayment is when the customer pays more than the amount billed and has another bill the additional amount can be applied to.

1. Use the Document Catalog to create a new CR document.
2. Enter a Department Code, select Auto Numbering, and click **Create**.
3. Enter the relevant Header component information.
4. Enter the relevant Vendor component information and check **Auto Apply.**
5. On the Reference tab, enter the reference document information.
6. Return to the Header component and click **Auto Apply**.
7. The Accounting Line information will be auto fill based on the referenced RE document.
8. Add an additional Accounting Lines to record the Reserved Overpayment using Event Type AR41.
9. **Validate** and **Submit** the CR document.

Revenue Reclassification

Revenue can be reclassified from an unearned revenue (money received by a customer for a service that has yet to be filled) to an earned revenue (money received for a service that has been filled) by modifying the Final phase, CR-based document. This can only be performed if an RE-based document is not referenced on the CR-based document.

Note – When reclassifying revenue, the Vendor or Accounting Lines cannot contain a RE-based reference document. The Receivable is created with an Event Type that has a corresponding Event Type that must be used on the Cash Receipts document.

1. Use the Document Catalog to locate the CR-based document that needs to be reclassified.
2. Click the CR document to view the document and then click **Edit**. A new version of the CR is created.
3. Navigate to the Accounting section and set the Line Amount to **$0**.
4. On the Reason field, enter or select **RECLASS** for Reclassification.
5. On the Reclassification Date, enter or select the **date** for the reclassification.

6. Then click **Insert New Line** to create a new Accounting Line.
7. Select or enter Event Type AR02 (to reclassify from unearned to earned revenue).
8. Enter the COA elements for the new Accounting Line.
9. **Validate** and **Submit** the CR document.

Customer Refund

When a customer has a credit balance, the customer may be eligible for a refund. Credit balances can be reviewed on the Customer Account Information (CUSTA), the Unreserved Credit Balance (UCBD) and the Reserved Credit Balance (RCBD) tables.

1. If the CR-based document used to collect the payment was Event Type AR02 or AR11, the refund is processed using the Payment Request – Revenue Refund (GAXR1) document with the Event Type AP10 - Authorize Collected Revenue Refund.
2. The GAXR1 Accounting Line should reference the Cash Receipt document that posted the credit balance as a **Memo**.
3. The GAXR1 may be created manually, or a batch process can create the GAXR1 documents when the Automatic Refund to Customer of Credit Balance checkbox is checked on the Billing Profile (BPRO) table.
4. If the CR-based document used to collect the payment was Event Type AR40 or AR41, the refund is processed using the Payment Request – Balance Sheet (GAXB1) document with the Event Type AP08 - Authorize Unreserved Credit Balance Refund or Event Type AP09 -Authorize Reserved Credit Balance Refund.
5. The GAXB1 Accounting Line should reference the Cash Receipt document that posted the credit balance as a **Memo**.